

PETERBOROUGH CITY COUNCIL
&
RUTLAND COUNTY COUNCIL

FOOD LAW ENFORCEMENT

SERVICE PLAN 2017 - 2021



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INTRODUCTION

This plan sets out how Peterborough City Council (PCC) and Rutland County Council (RCC) will meet their statutory responsibilities for food and feed law enforcement. These responsibilities include food safety, food standards, and labelling and composition of animal feeding stuffs.

Both local authorities have a statutory duty to make adequate provision for the enforcement of food safety and food standards legislation. This is done in accordance with the food law code of practice and the framework agreement on local authority food law enforcement, published by the Food Standards Agency (FSA).

1.0 - Aims and Objectives of the Food Law Enforcement Service Plan

1.1 Aims and Objectives

Food law enforcement is carried out by environmental health and trading standards professionals within the Peterborough and Rutland shared regulatory service.

In respect of food law enforcement, the service aims:

“To promote and maintain the supply of food which is safe to consume, and supplied in a fair trading environment for all who live, purchase food or do business in Peterborough and Rutland”

Whilst making the service accessible to as wide a group of members of the public and businesses as possible, the service will prioritise areas of highest risk.

1.2 - The Local Picture - Contribution to Council's' Strategic Priorities

Both PCC and RCC have corporate strategic priorities. The shared service recognises the importance of upholding these priorities and how the day to day delivery of the food law enforcement service contributes towards them. Table 1 in Appendix 1 provides examples of how the food law enforcement service contributes to the council's strategic priorities.

2.0 - Background

2.1 - Area Profile

Peterborough

Peterborough is a unitary authority in the East of England, with the population estimated in 2014 to be 193,740. The population of Peterborough increased by 8,140 persons (3.3%) between mid 2011 and mid 2014. This exceeds growth experienced in the East of England (2.7%) and England (2.3%) as a whole. Peterborough is the largest city in Cambridgeshire and the 27th largest in the United Kingdom, excluding urban zones. Peterborough has one of the most successful economies amongst unitary authorities in the East of England and is the fastest growing cities in the country.

Peterborough is a diverse multicultural city with over 9.2% of the population from the Indian sub-continent (census 2011). The city has seen a large increase in people coming from Eastern European countries and settling in Peterborough and as a result there is a large number of associated retail and catering premises.

Peterborough and Cambridgeshire authorities are forming a combined authority as a result of a devolution deal, elections for a Mayor to head up this new body take place in May 2017. The initial focus of the combined authority will be on economic growth, transport, health, and housing.

Rutland

Rutland became a unitary authority in 1997 and covers a total area of 39,398 hectares. This is mainly an area of mixed farms with small farms predominating. Rutland is a sparsely populated rural county, with the two main market towns of Oakham and Uppingham, plus 50 villages making up the county with an overall population of 37,369 residents. The ethnicity of Rutland residents is made up as follows: 97% White, 1% Mixed/multiple ethnic group, 1% Asian/Asian British, 1% of Black/African/Caribbean/Black British and other ethnic groups.

Tourism makes a significant contribution to the local economy and together with the trend for eating out has resulted in a significant number of 'social eating' premises within Rutland and provides a major focus for the service's work. There are estimated to be about 50,000 visitors a year, of those visiting, most are day-trippers. Rutland remains the smallest region in the East Midlands.

2.2 - Organisational Structure

Peterborough

The food safety and food standards service is a shared service with RCC. The function sits within PCC's Regulatory Services. The day to day operational service delivery is managed by a Principal Officer who reports to the Head of Regulatory Services. Regulatory Services is part of the City Services and Communications Group headed up by a Service Director who in turn reports through to the Corporate Director for Resources. The Corporate Director reports into the Chief Executive.

Rutland

RCC has three directors reporting to the Chief Executive; they are split into, People, Places and Resources. The Places Department has responsibility for the provision of the food safety, food standards, and health and safety, and client manages the service provided by PCC.

2.3 - Scope of the Food and Feed Service for Peterborough and Rutland

The range of regulatory duties undertaken is extensive, covering a multitude of trade, industry, safety and commercially related activities. All food safety complaints are channelled directly to a food safety officer. Most food standards and feeding stuffs complaints are channelled via the Citizens Advice Service and may be referred to Peterborough direct. This provides easy access to the service.

Food safety law is enforced by qualified environmental health and regulatory officers within

the food safety team. This is undertaken by providing advice to businesses, campaigns, risk based inspections of premises, self-assessment and investigation of complaints.

Both PCC and RCC have implemented the food hygiene rating scheme (FHRS) in their areas. The FHRS score is based on the findings from the inspection with the officer checking how well the business is complying with the law by looking at:

- How hygienically the food is handled , how it is prepared, cooked, re-heated, cooled and stored
- The condition of the structure of the buildings, the cleanliness, layout, lighting, ventilation and other facilities
- How the business is managed and maintains documentation to demonstrate processes and procedures to ensure that food is safe.

At the end of the inspection the business is given a rating from 0 to 5. The top rating of “5” means that the business was found to have very good hygiene standards during the inspection, whilst a score of “0” means that urgent improvement is necessary. The scheme has been designed to ensure that the ratings given to businesses are fair and it reflects the standards employed by the business at the time of the inspection. These ratings are available to the general public which can allow them to make an informed choice about where they buy and eat their food.

A business can be given one of these hygiene ratings:



In all instances premises may be targeted as a result of complaints received, local and national food audits, food alerts and advice from the FSA.

2.4 - Demands on the Feed and Food Service in Peterborough and Rutland

Rutland is a small affluent rural county with predominantly English speaking businesses. Compared to Peterborough there are fewer poor performing businesses in Rutland and as a result less “other interventions” are carried out. Peterborough has a more diverse range of food businesses and a higher rate of lower performing food businesses. There are approximately 1700 businesses operating in Rutland with a majority employing less than 10 people. Small businesses are normal for Rutland. Peterborough sees a large number of food business registrations year on year which presents a challenge for officers to bring about sustainable improvements, ensure the database is current and up to date and that businesses are given an initial inspection to determine the risk rating and their food hygiene rating score.

Appendix 2 Tables 2 details the risk rating profile of food businesses in Peterborough and Rutland. The risk rating determines an inspection frequently for businesses. Appendix 2 Table 3 details the food hygiene rating profile of all food businesses that are included in the scope of this scheme.

Food officers regularly conduct combined food safety and food standards inspections and alternative interventions. Appendix 2 Table 4 shows the breakdown of food standards premises by risk rating. Some premises, such as works canteens, school kitchens and residential accommodations will fall outside the programme for food composition and labelling inspections.

Appendix 2 Table 5 details the number of food premises that are subject to approval under EC Regulation 853/2004. Approval is required for all food establishments (business) that handle products of animal origin and then supply them to another establishment i.e. food business. Exemptions apply and not all food businesses that handle food/products of animal origin to other food businesses will require full approval.

2.4 - Enforcement Policy

PCC and RCC both have a documented Compliance and Enforcement Policy which has been written in light of the Regulator Code.

3.0 - Service Delivery

3.1 - Interventions at Food Establishments, Food and Feed Stuffs

The inspection process adopted for food safety and food standards follows that laid down in the code of practice issued under Section 40 of the Food Safety Act 1990, Regulation 26 of the Food Safety and Hygiene (England) Regulations 2013 and Regulation 6 of the Official Feed and Food Controls (England) Regulations 2006. Officers undertaking food law enforcement also meet the qualifications and experience requirements stipulated in the code. Revisits following a programmed inspection are carried out as necessary to ensure compliance with legislation.

In accordance with the code of practice, there are a number of methods that may be used to judge compliance and ensure that legislation is being complied with. These are known as “interventions”. Interventions are key to improving compliance with food law. It is important to note that risk rating schemes remain in place and in conjunction with ‘intelligence’ inform service delivery. The intervention programme is designed to target resources towards the highest risk premises, these presenting the greatest risk to members of the public.

The interventions, or official controls, include the following:

- inspections
- monitoring
- surveillance
- verification
- audit and
- sampling where the analysis/examination is carried out by an official laboratory.

Other interventions that are not official controls include:

- advice
- coaching
- education/training
- information and intelligence gathering

High risk food premises will continue to receive programmed inspections or audits. Lower risk

premises may receive an alternative intervention. For example, a self-assessment questionnaire for low risk businesses will be used as appropriate. This will increase contact and guidance provided to businesses as well as enabling resources to be better targeted at higher risk premises.

The trading standards role on farms has been extended in recent years to include regulations governing animal feeding stuffs hygiene and food hygiene at primary producers. This reflects the government's approach of ensuring food safety and quality from "farm to fork". A risk based inspection programme has been implemented.

3.2 - Feed and Food Complaints

Complaints are received relating to fitness, contamination, objects in food, composition and labelling, and hygiene standards of food premises or food handlers. All complaints are investigated and enforcement action where appropriate taken having regard to the enforcement policy, operating procedures, statutory codes, and government guidance.

Appendix 2 Table 6 details the number of service requests that are received and dealt with each year.

3.3 - Primary Authority Scheme

This service recognises the above scheme overseen by the Better Regulation Delivery Office. The scheme recognises that businesses trade across local authority boundaries and enables a business to set up a partnership with one local authority to obtain assured advice.

3.4 - Advice to Businesses

The service works with businesses to help them comply with the law and to encourage the use of best practice. The range of activities can include:

- Running seminars.
- Providing advice during the course of inspections and other visits.
- Promotion of the FSA safer food better business pack to encourage sustainable improvements in food safety.
- The provision of advice leaflets and information over the council's web site.
- Responding to queries.
- Through dialogue with trade associations or business partnerships.
- Support of national and local

3.5 - Feed and Food Sampling

A food and feeding stuffs sampling programme is usually developed at the beginning of the year to take into account locally produced, packed and imported products including both regional and national sampling programmes.

Samples are taken in accordance with legal requirements, the food safety act code of practice, and any guidelines issued by the FSA or local government regulation.

The food safety element of the sampling programme is agreed annually with the health protection agency and is co-ordinated in the region by the eastern region food sampling co-ordinating group

and the Leicestershire food liaison group. Sampling may also include testing surfaces and articles that come in contact with food. In relation to food safety, samples may be taken to support local, regional or national campaigns. They will also be taken where an investigation or intelligence suggests there may be a problem and testing may provide information that will enable the officer to advise the business appropriately, or the sample may provide evidence which may inform formal or legal proceedings.

The food standards and feeding stuffs sampling programme is largely focused on regional and national sampling programmes and will normally be coordinated through the east of England trading standards authorities group.

Both food standards and feeding stuffs samples will, in normal circumstances, be submitted to the public or agricultural Analyst for analysis and comment.

The service also take samples under the private water regulations and conducts risk assessments and sampling at relevant premises as required.

3.6 - Control and Investigation of Food Poisoning Outbreaks and Cases of Food Related Infectious Diseases

The service is a signatory to the memorandum of understanding with Public Health England (PHE) for the east of England, primary care trusts in Cambridgeshire and Peterborough and other local authorities in Cambridgeshire for the investigation of food poisoning incidents and outbreaks of communicable disease. A standard operating procedure ensures investigations into reports of individual confirmed or suspected high risk food borne illness commence within two working days of notification. An incident outbreak plan, agreed by the Norfolk, Suffolk, Cambridgeshire and Peterborough Local Health Resilience Partnerships Cambridgeshire is implemented when circumstances require. For Rutland, an outbreak control plan is agreed by the Leicestershire and Rutland food liaison group and PHE. A similar plan involving Anglian Water is in operation for incidents where the main water supply may be contaminated or a risk to health.

Appendix 3 Table 7 shows the number of official notifications received between April 2015 and March 2016. Information and guidance leaflets on how to avoid food poisoning illnesses are available to the public and regularly updated.

In cases where the service receives reports of chemical contamination of food and there is a subsequent threat to human health, the food safety and trading standards staff liaise to determine responsibility or undertake a joint investigation as the situation demands.

3.7 - Feed and Food Safety Incidents

The FSA regularly issues food alerts to local authorities either for information or for action. The alerts relate to food products on the market which may be unsafe. In responding to food alerts the service follows the guidance in the code. The majority of food alerts are issued for information only, however they are occasionally marked as requiring immediate action, which the service treat as a priority.

3.8 - Liaison with Other Organisations

The service liaises with a wide range of organisations in carrying out its food law enforcement

function, these include:

- Local food liaison groups. These groups share best practice, promote consistency, and benchmark both trading standards and environmental health services.
- The eastern region food sampling co-ordinating group.
- The Norfolk, Suffolk, Cambridgeshire and Peterborough local health resilience partnerships.
- The health protection agency's laboratory service both locally and regionally.
- East of England trading standards authorities group (EETSA). This group coordinates food standards sampling activities within the eastern region.
- The public and agricultural analyst regarding sampling and analysis.
- Other local authorities as a consequence of primary authority responsibilities.
- The health protection committee for Peterborough and Cambridgeshire.

Specific specialist services are provided externally by the following service providers:

- Eurofins of Norwich have been appointed Public and Agricultural Analyst, for analysis and testing for food standards and feeding stuffs.
- The Public Analyst is Campden BRI based at Chipping Campden. As the Public Analyst they undertake analysis of extraneous matter that has been the subject of food complaints and can provide advice on identification of complaint matter.
- The Health Protection Agency examines food at accredited laboratories for bacterial and viral contamination.
- The relevant Consultants in Communicable Disease Control, employed by the Health Protection Agency, have been appointed as Proper Officers for each Council under The Public Health (Control of Disease) Act 1984 with regard to food poisoning and infectious disease.

3.9 - Food Safety, Standards and Feed Promotional Work and Communication

The service will continue to promote the message of food safety by utilising the communications team to send out informative information, warnings, highlight prosecutions, provide educational press releases regarding current and/or emerging food safety issues, and new legislation. The service will use social media platforms where advantageous.

4.0 - Resources

4.1 - Staff Allocation and Performance

Records of interventions carried out by officers are maintained. In addition to planned inspections officers frequently have to respond to emerging issues and threats, these reducing the number of inspections that can be completed. With dual enforcement responsibility, officers also have to respond to health and safety matters.

Appendix 4 details the available staff resource and performance achieved between April 2015 and March 2016 for Peterborough (Table 8) and Rutland (Table 10). Using this performance as a baseline projected performance has been made for the forthcoming year for Peterborough (see Table 9) and Rutland (Table 11). Depending on the outcome and timing of the FSA regulatory landscape review, it may be necessary to increase the staffing resource to meet the rising service

demand. Any capacity bids will follow the corporate approval and procurement process.

4.2 - Staff Development Plan

Staff development is carried out in accordance with the investors in people standard for which the council is accredited, and has been awarded the silver standard. All staff participate in the performance and development review scheme (PDR) which includes annual appraisals. Individual officer's training needs are identified as part of this process and through regular one to ones.

It is a statutory requirement that officers enforcing food law receive a minimum of 20 hours of continuous professional development (CPD) training each year. These 20 hours can be split into:

- A minimum of 10 CPD hours on core food matters directly related to the delivery of official controls;
- 10 hours on other professional matters. This could include training needs identified by the Lead Food Officer during competency assessments/appraisals.

To meet this requirement the service uses a range of training and development activities including:

- Formal training courses
- Regular updates through team meetings, seminars and training days
- Peer review
- In house training
- Cascade training
- E learning

5.0 - Quality Assessment

5.1 - Quality assessment and internal monitoring

The services food law enforcement is subject to regular monitoring by management in accordance with the quality monitoring standard operating procedure. This helps to ensure standards are maintained. Targets and workloads are reviewed through monthly 1-1's. Quarterly quality checks on records are carried out by management and all officers are required to participate in an annual accompanied inspection. Reviews of service provision are undertaken.

5.2 - Service Database

The service operates a database for the storage of data and production of performance management information and statutory returns to the local authority enforcement managements system (LAEMS). In order to minimise the risk of corruption and loss of data, databases are backed up.

6.0 - Review

6.1 - Review against the service plan including variations

The service plan is reviewed regularly specifically when service needs and priorities change. An

annual review will take place at the end of the period covered by the service plan, by the manager and team.

Monitoring against performance targets take place on a regular basis, and food law enforcement policies and procedures will be reviewed on an annual basis.

In order to demonstrate consistency Appendix 5 Table 12(a) & 12(b) summarises the areas for actions of the previous food law enforcement service plans (2014-2015 & 2015-2016) respectively and the outcomes. Where necessary on-going areas for improvement have been pulled forward to the identified actions for this service plan 2017 - 2021.

6.2 - Service development and areas for improvement

The service is reactive and on a daily basis with a need to respond to complaints, requests for advice, food alerts and infectious disease notifications. There is also recognition that the service needs to plan and build in improvements and developments to ensure it remains fit for purpose.

Projects and priorities for the forthcoming financial year have been identified in relation to service development and targeting resources. Some specified actions/targets have a scheduled completion date beyond the next financial year due to the size and scope of the project.

Appendix 5 Table 13 lists the agreed actions for the food law enforcement service for the following years 2017 - 2021.

Appendices

Appendix 1 - Corporate strategic priorities

Table 1 - Contributions to the council's corporate strategic priorities by the food law enforcement service

Peterborough City Council Strategic Priorities 2016	Rutland County Council Strategic Aims 2016	Examples of contribution to Strategic Priorities
Achieve the best health and well-being for the city (2016)	<p>Promoting Good Health and Wellbeing</p> <p>Improving Access to Services</p>	<p>Education of consumers and food businesses</p> <p>Inspect businesses on a risk basis but focus where necessary on areas where people may be more vulnerable.</p>
Keep all our communities safe, cohesive and healthy.(2016)	Creating a safer community	Improve the health of residents and people that live and work in or visit Peterborough and Rutland through regulating food businesses to ensure the safe production, storage and sale of food
Implement the Environment Capital Agenda (2016)	Protecting our rural environment	<p>Ensure as a service we are environmentally responsible and set an example of good practice to our colleagues and customers.</p> <p>Explore better ways to deliver the service, increasing use of mobile working practices and technology, and social media.</p>
Drive growth, regeneration and economic development. (2016)	Maintaining high levels of employment and a thriving local economy	<p>Support businesses through the provision of advice, information and risk based inspection and intervention programs.</p> <p>Support businesses by signposting to other services and agencies where advantageous.</p>

Appendix 2 - Demands on the food and feed service

Table 2 - Food hygiene premises profile 2016/17

The following table demonstrates the risk rating profile of food premises in Peterborough and Rutland.

Inspection category	Total number of premises Peterborough 2016	Total number of premises Rutland 2016
A (every 6 months)	7	1
B (every 12 months)	31	17
C (every 18 months)	281	97
D (every 24 months)	645	154
E (every 36 months)	821	167
Unrated	119	11
Totals	1904	447

Source LAEMS Return 2015 - 2016

Table 3 - FHS Profile of Food Businesses*

FHS Rating	Total number of premises Peterborough 2015 - 2016
5	952
4	279
3	58
2	69
1	46
0	7
Totals	1411

*figures from April 2016

Some registered food businesses are exempt from the food hygiene rating scheme i.e. manufacturers, businesses that don't supply direct to the final consumer and businesses that supply direct to the final consumer but the food is very low risk e.g. fruit and veg, confectionary. New registered businesses are unrated and not included in the above list.

Table 4 - Food Standards Premises Profile 2015/16

Food Standards Risk Rating	Total number of premises Peterborough 2016	Total number of premises Rutland 2016
High Risk	13	1
Medium Risk	305	124
Low Risk	1199	146
Total Number of Premises	1517	271

Table 5 - Number of food businesses and number of approved premises

	Total number of premises Peterborough 2016	Total number of premises Rutland 2016
Total no of Food businesses (not including unrated premises)	1919	470
No of premises approved under EC Regulation 853/2004 relating to Product Specific establishments		
(i) meat products	4	3
(ii) egg packer	1	2

April 2016

Table 6 - Feed and food service requests received

Year	Peterborough 2016	Rutland 2016
April 2014 - March 2015	499	88
April 2015 - March 2016	518	73
April 2016 - March 2017		
April 2017 - March 2018		
April 2018 - March 2019		
April 2019 - March 2020		

Service requests are recorded interactions with members of the public or businesses. These service requests often require action from an officer, they can include:

- General food enquiry
- Request for advice
- Complaints about an unhygienic food premises
- Complaint about unhygienic practices at a food business
- Suspected food poisoning (not via the official notification route)
- Food complaints
- Food labelling concerns

Appendix 3 - Official notifications of food poisoning and food related infections**Table 7 - Number of official notifications received year on year**

Year	Total number of notifications for Peterborough	Total number of notifications for Rutland
April 2014 - March 2015	231	31
April 2015 - March 2016	203	25
April 2016 - March 2017		
April 2017 - March 2018		
April 2018 - March 2019		
April 2019 - March 2020		

Appendix 4 - Resources and performance

Peterborough staff resources 2015-2016

There are eight food officers, made up of three environmental health officers, four regulatory officers and the principal environmental health officer. One regulatory officer is spilt between Peterborough and Rutland.

The available staff resources when considering the impact of health and safety enforcement responsibilities, leave, sickness, and training commitments has been 5.5 FTE. A contractor started in February 2016 to backfill an officer implementing the food hygiene rating scheme in Rutland. The officer has been retained since implementation of the scheme along with increasing the hours of a part time staff member to add capacity.

Table 8 - Peterborough Performance 2015 - 2016

Year	April 2015 - March 2016	April 2016 - March 2017	April 2017 - March 2018	April 2018 - March 2019
Total Completed Interventions (a)	1118			
No of Due Interventions completed (b)	670			
Available Resource	5.5			
Due interventions achieved per officer/per month	670 /12 = 55.83 / 5.5 = 10.1			

Table 9 - Projected performance for next financial year based on current year's performance

Year	April 15 - March 16	April 16 - March 17	April 17 - March 18	April 18 - March 19	April 19 - March 20
No of Outstanding Due Interventions (a)	593				
No of Due interventions (b)	637				
Total due Interventions for year (a + b = c)	1230				
No of completed due intervention from previous year (d)	670				
Projected No of Outstanding Due interventions by the end of the year (c-d)	560				

Other cases and projects that have impacted on the team's performance:

- Illegal tattoo case impacting on three officers workloads
- Norovirus outbreak in a local hotel affecting 100 people
- Norovirus outbreak in smaller restaurant affecting 20 people
- Work related death investigation from February 2016 impacting on three officers workloads
- Cockroach infestation resulting in formal caution
- Mouse infestation at local garden centre/cafe resulting in formal caution
- One successful shisa prosecution
- One staff member absent from work for five weeks due to ill health.
- One member of staff on long term sick leave
- Supporting the corporate ICT replacement of the FLARE database and introduction of the new digital front door for customer access to the council.

Rutland Staff Resources 2015 - 2016

There are two food officers made up of one regulatory officer (0.9 FTE) and one environmental health officer (EHO) (0.6 FTE). The environmental health officer undertakes both food safety and health & safety work, so is employed 0.3 FTE to carry out food safety duties. One regulatory officer retired at the end of October 2015 and a new regulatory officer started mid January 2016 with increased hours to support service delivery across the shared service. During this period the EHO worked full time with her time equally split between food and health and safety. Consequently the following resource for food safety work was available:

$$\begin{array}{rcl}
 7 \text{ months at } 0.9 \text{ FTE (EHO \& RO)} & 7 \times 0.9 = & 6.3 \\
 4 \text{ months at } 0.5 \text{ FTE (EHO)} & 4 \times 0.5 = & 2.0 \\
 1 \text{ month at } 0.9 \text{ FTE (EHO \& RO)} & 1 \times 0.9 = & 0.9 \\
 \text{Total} & = & 9.2 / 12 \\
 \text{Total average FTE} & = & \mathbf{0.8 \text{ FTE}}
 \end{array}$$

The team also address other functions which can impact on their ability to complete food work. These are investigation of infectious disease and food complaints and private water supply work and the team are due to begin food standards interventions.

Table 10 - Rutland Performance 2015 - 2016

Year	April 2015 - March 2016	April 2016 - March 2017	April 2017 - March 2018	April 2018 - March 2019
Completed Interventions	368			
No of Due Interventions	174			
Available Resource (FTE)	0.8			
Due interventions achieved (d) per officer/per month	174/ 12 = 14.5 14.5 / 0.8 = 18.1			

Table 11 - Projected performance for next financial year based on current year's performance

Year	April 15 - March 16	April 16 - March 17	April 17 - March 18	April 18 - March 19	April 19 - March 20
No of Outstanding Due Interventions (a)	39				
No of Due interventions (b)	183				
Total due Interventions for year (a + b = c)	222				
No of completed due intervention from previous year (d)	174				
Projected No of Outstanding Due interventions by the end of the year (c-d)	48				

Other cases and projects that have impacted on the team's performance:

- Planning for the implementation of FHRS at Rutland
- 1 Rutland staff member retiring

Appendix 5 - Review against the service plan**Table 12(a) - Completed actions from food service plan 2014 - 2015**

	Action	Outcome	Timescale	Owner	Date For Completion
1.	Implement the Food Information Regulations 2013	Advise and inform businesses about this new legislation and what they need to do to comply.	April 2014 – October 2014	SO/AF	Completed October 2014
2.	Business training seminar	Deliver training session to businesses on emerging issues e.g. FIR. CO in catering premises.	March 2015	SO	Completed March 2015
3.	Implement and launch the food hygiene rating scheme in Rutland	Provide a customer accessible rating system of all eligible food premises in line with Peterborough launch the FHRS Scheme in Rutland	April – October 2014 subject to RCC Approval	SO	On-Going
4.	Train Rutland EHO and RO to carry out food standards interventions when they are due, as part of planned food hygiene intervention	Reduce burden on business Increase food standards inspection Increase staff competency and professional development	July – Oct 2014	SO	Completes Oct 2014
5.	Support staff undertaking professional qualifications	Ensure those undertaking environmental health degree and other qualifications are fully supported to ensure that they achieve the qualification	April 2012 – March 2015	All	On-going
7.	Review existing E Coli Guidance for Schools	Compile a leaflet and send to all school to raise awareness and implement effective E Coli controls	July 2014	SO/DET	Completed
8.	Participate in ICT strategy Implementation through the working group	New systems (replacement to Flare) to meet service needs.	March 2015	DH	On-Going
9.	Introduce and implement the principles of intelligence operating Model across regulatory services	Greater sharing of intelligence and use of 5x5x5	March 2015	IR	On- Going

Table 12(b) - Completed actions from food service plan 2015 - 2016

	Action	Outcome	Timescale	Owner	Date Completed
1.	Develop a communications strategy	Proactively and reactively use a variety of communication methods, including social media, to highlight food safety issues, emerging concerns and publicise events.	Sept 2015	SO/ DET	March 2016
2.	Implement and launch the food hygiene rating scheme in Rutland	Provide a customer accessible rating system of all eligible food premises in line with Peterborough launch the FHRS Scheme in Rutland	April 2015 - March 2016 subject to RCC Approval	SO	On-Going -
3.	Implement a training and support programme for staff	Ensure qualified staff maintain their competence through CPD and shared good practice. Ensure officers undertaking environmental health degree and other qualifications are fully supported.	April 2015 – March 2016	All	On-going

Table 13 Service Development Actions from the Service Plan for 2017- 2021

	Action	Outcome	Timescale	Owner	Date For Completion
1.	Implement a cost recovery charging system for food safety, food standards and health and safety business for non-statutory visits	Resources are targeted on statutory duties. Overall food hygiene standards will hopefully see more sustainable improvements	March 2017	SO	
2.	Implement and launch the food hygiene rating scheme in Rutland	Provide a customer accessible rating system of all eligible food premises in line with launch of the FHRS Scheme in Rutland	October 2016	SO	

3.	Implement a training and support programme for staff	Ensure qualified staff can maintain their competence through CPD and shared good practice. Ensure officers undertaking environmental health degree and other qualifications are fully supported.	April 2016 – March 2020	All	
4.	Review existing E Coli guidance for schools	Compile a leaflet and send to all school to raise awareness, of how to implement effective controls	July 2014	SO/DET	
5.	Work with ICT partners to develop and create a food and health and safety software replacement for Flare using the Salesforce Platform	New Systems to meet service needs as part of the Council ICT Strategy.	March 2017	SO/LA	
6.	Introduce and Implement the principles of the intelligence operating model	Greater sharing of intelligence and use of 5x5x5	March 2015	JC	
7.	Implement a system to comply with the competency requirement in the Code of Practice	Promote consistency and competency among officers	March 2017	SO	
8.	Participate in utilising new technologies to increase flexible working and reduce accommodation needs	Trial and implement new hardware and software. Google software applications, new telephone arrangements	April 2018	LA	
9	Participate in the digital front door project to improve the customer experience when accessing services.	Identify processes that can digitised and made accessible online and will work and interface with the new salesforce platform	Summer 2017	LA	
10	Participate in the planning of the council's relocation Fletton Quays	Identify service accommodation needs and with reduced capacity	Summer 2018	LA/SE	