

Food Safety Service Plan 2013 - 2014

Appendix 1

Standard	Activity	Outcomes
1	<p>Provide the Food Safety Service in accordance with the Framework agreement set out by the Food Standards Agency (FSA).</p> <p>To achieve 100% of high risk food hygiene inspections and interventions in accordance with frequencies set out in Food Law Code of Practice.</p> <p>Develop and implement an effective alternative inspection strategy for low risk premises and broadly compliant premises.</p> <p>Visit new premises early on to provide advice on design, structure and layout of food premises. If newly registered, visit within 28 days.</p> <p>Take appropriate enforcement action to deal with poor performing food businesses.</p> <p>Promote the FSAs food safety management system Safer Food Better Business (SFBB).</p> <p>Inspect a sample of high-risk premises at outdoor events including Airbourne and the Tennis Championships.</p>	<p>Eastbourne Borough Council's (EBCs) compliance with current regulatory requirements.</p> <p>Assessment of food hygiene legislation compliance and identify potential failings at an early stage.</p> <p>Enforcement of the law where there has been a serious breach to secure justice.</p> <p>Consumers are protected through improved food safety standards by securing compliance with food hygiene legislation and the promotion of good hygiene practice in food businesses.</p>
2	<p>Report to the FSA on our performance and review our achievements annually.</p> <p>Report activities by publicising on EBC website annually.</p> <p>Provide an annual performance return to the FSA using the Local Authority Enforcement Monitoring System (LAEMS) system for the electronic reporting of food safety enforcement monitoring data.</p>	<p>Submission of information enables FSA to collate statistics and assess national picture of food safety. It can also be used to benchmark our service with other local authorities.</p>

Standard		Activity	Outcomes
3	Respond to Service Requests from the general public, businesses and other local authorities in accordance with our Customer Charter.	Investigate complaints about food safety and hygiene and respond to requests for assistance. To achieve a minimum of 100% of customer response times for service requests.	Maintain high standards of customer service.
4	Planning / Licensing Applications.	Scrutinise, and comment on applications where appropriate to provide food hygiene advice regarding design, structure and layout of food premises.	Proactive development of consistent and high standards of food hygiene advice in proposed new commercial operations and licensed premises.
5	Maintain database, update as necessary and risk rate unclassified food premises.	Compare with EBC Business Rates address list. Use local knowledge / intelligence from other regulatory authorities. Questionnaires / desk-top scoring for low risk premises.	Database reflects accurate business / premises details. Removal of closed premises from database. Informs decision to target resources effectively.
6	Manage and control the spread of notifiable infectious diseases in the borough in partnership with the Health Protection Unit (HPU) and the Consultant in Communicable Disease Control (CCDC).	Investigate notifications of suspected and confirmed cases of food borne disease and food poisoning, including major outbreaks. Follow in-house procedures to investigate and in accordance with the joint Sussex HPA and Local Authority Outbreak Control Plan. Work with businesses and the public to educate them on preventative measures to avoid the spread of communicable diseases, including Norovirus and Hepatitis.	Prompt investigation of all outbreaks of food poisoning in order to identify the cause helps to ensure the effective control and prevention of disease in the community.

Standard		Activity	Outcomes
7	Respond to Food Alerts as required by the FSA.	Investigate and take action in response to: <ul style="list-style-type: none"> ▪ Product Withdrawal Information Notices, ▪ Product Recall Information Notices, ▪ Food Alerts for Action (FAFA), and ▪ Food Alerts for Information (FAFA) to ensure consumers know about problems associated with food.	Consumers protected if product withdrawn/recalled.
8	Routinely sample foods, contact surfaces, and cleaning cloths to ensure businesses are clean and produce safe food.	Develop and implement an effective Sampling Policy and publish sampling programme and summary of results annually on the Council's website. Carry out sampling in accordance with national standards to ensure consistency, and take part in regional and national sampling programmes including Sussex and LACORS projects. Take appropriate enforcement action to deal with poor sampling results.	Completion of EBC Sampling Policy. Compliance with food sampling programme. Enforcement of the law where there has been a serious breach to secure justice.
9	Consistency of Enforcement Decisions.	Undertake enforcement activity in line with our enforcement policy using all available sanctions which statute permits in a transparent, accountable, proportionate, consistent and targeted manner, seeking to improve food safety and food hygiene in local businesses so that they operate on a level playing field commensurate with the size and complexity of their food operations. Senior Specialist Advisor to review 100% of enforcement decisions.	Enforcement action conducted in line with enforcement policy. Consistent enforcement approach. Enforcement of the law where there has been a serious breach to secure justice.

Standard		Activity	Outcomes
10	Food Hygiene Training.	Provide low cost food hygiene training for persons operating or working in food businesses within the borough.	Local businesses operators trained within the borough to a consistent high standard.
11	Customise and adapt support for Small Medium Enterprises (SMEs).	<p>Promote general food business advice on the Council's website.</p> <p>Promote Safer Food, Better Business (SFBB) to caterers and higher risk retailers.</p> <p>Raise the profile of food hygiene and safety through local media, websites, social networking sites, leaflets and newsletters to all food businesses.</p>	<p>Increased number of hits on EBCs Food web pages.</p> <p>Enhanced website.</p> <p>Reduce bureaucratic burden on businesses.</p> <p>Food businesses operators receiving sensible, proportionate and cost effective food safety and hygiene control measures.</p>
12	Promotion of best practice guidance for businesses.	Reduce the risks from <i>E.Coli 0157</i> by encouraging, and requiring where necessary, implementation of the FSA guidance ' <i>E.Coli 0157: Cross Contamination</i> ' where both raw and ready to eat foods are handled.	<p>Reducing the risks of <i>E.Coli 0157</i> (along with other bacteria) by controlling cross contamination.</p> <p>Consumers protected from the serious consequences of <i>E.Coli</i> food poisoning.</p>
13	Work with our colleagues in Sussex, including the HPU and the FSA to promote consistency and share best practice.	<p>Act as Secretary of both the Sussex Food Liaison Group and Sussex Food Study Group.</p> <p>Represent EBC at meetings and contribute to regional work plans by undertaking Sussex-wide projects, in the spirit of partnership working (as directed).</p>	Maintain and develop consistency of approach and partnership working to achieve mutual objectives.

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14	Maintaining competence of authorised Specialist Advisors.	<p>Develop and maintain a Food Safety Competence Policy.</p> <p>Training requirements detailed in performance appraisal system.</p> <p>Shadow visits with other experienced team members to share skills/knowledge.</p> <p>Attendance at necessary training courses to maintain competency.</p>	<p>Training undertaken as reported at appraisals pro rata.</p> <p>Consistent enforcement approach.</p> <p>Suitably trained team members up-to-date with changes in legislation.</p> <p>Increased officer retention and job satisfaction.</p>
15	Continue to deliver the National Food Hygiene Rating Scheme (NFHRS) in partnership with the FSA to provide consumers with access to food hygiene information, and to encourage businesses to raise standards.	<p>Following food hygiene inspections provide businesses with a rating to reflect the findings.</p> <p>Upload the ratings on the FSA website fortnightly.</p>	<p>Consumers can make informed choices about the places where they eat out or shop for food and, through these choices, businesses are encouraged to improve their hygiene standards.</p> <p>Reduce the incidence of food-borne illness and the associated costs to the economy.</p>
16	Community health promotion.	<p>Work in partnership with other agencies and organisations to develop and deliver targeted health promotion campaigns aimed at achieving a measurable reduction in levels of food related illness and improvements in the diets of residents.</p>	<p>Individuals and groups have a raised awareness about food safety and healthier dietary choices.</p>