

FOOD SAFETY SERVICE

BUSINESS PLAN

2003 – 04

CONTENTS

	Page No.
1. Purpose of the Plan	2
2. Service Aims and Objectives	4
3. Background	9
4. Service Delivery	19
5. Resources	28
6. Quality Assessment	29
7. Review	30

Appendix A – Food Sampling Plan

London Borough of Barking and Dagenham **Food Safety Service Plan.**

1. Purpose of the Plan

This Service plan has been produced in order to give clear details of the services to be provided and how they will be carried out in the coming year. It also details how the Food Safety Service in Health and Consumer Services, contributes to and supports others in delivering the Corporate Objectives to the Community as a whole. We realise that we have a unique position in the Council by visiting around one thousand business owners each year and we strive to use our time with these businesses to the best effect. During these visits we promote the reputation of the Council, advise them about recent changes in their legal responsibilities and tell them about training opportunities we may be offering and of course inspect to tackle any deficiencies found where they may be putting the wellbeing of consumers at risk.

This is the third annual Food Safety Service Business Plan and marks the end of another successful year for the food team. We have achieved our key performance indicator of inspecting 100% of food hygiene and food standards inspections alongside running the “Best Food in Barking and Dagenham Award”. This competition part funded by the Neighbourhood Renewal Fund asks the public to nominate who they feel offers the best food in the Borough. 50 local business were nominated, one of which had almost 70 votes. The final judging is now taking place by our taste panel and we will announce the winners during the Barking Festival in May.

The Food Team has firmly established a partnership arrangement with Barking College of Further Education to provide low cost easy access food hygiene training that is carefully tailored to meet the needs of the participants. This year we trained 186 local people in food hygiene including 46 people from the Chinese community who were trained in Cantonese. This year the team intends to provide a new course for people with learning difficulties. We believe that we are the only Council in the country that offers this service.

The White Paper "The Food Standards Agency – A Force for Change" identified the need for stronger links between central and local government on food law enforcement. It also identified the

Food Standards Agency as having a key role overseeing local authority enforcement activities. It envisaged the Agency setting and monitoring standards and auditing local authorities' food law enforcement activities to ensure work is effective and consistent. The Food Standards Act 1999 empowers the Agency to monitor and audit local authorities.

In September 2000, after a period of consultation, the Food Standards Agency issued the "Framework Agreement on Local Authority Food Law Enforcement". This document provides a framework for closer liaison between the Food Standards Agency and the Council. It includes the following components:

- **Service planning guidance;**
- **Enforcement standards** setting out key aspects of the enforcement approach to be used by local authorities;
- An enhanced enforcement **monitoring scheme**. (The Council has measures in place to ensure that any information requested by the Food Standards Agency can be provided.); and
- An **audit scheme** providing in depth qualitative information on enforcement activity

This plan has been produced following the guidance in the Framework Agreement.

2. Service Aims and Objectives

The Council as a whole uses a single cohesive approach to managing the delivery of its services to the Community. The Balanced Scorecard approach seeks to create the right balance and perspective across the five critical success factors namely

- Relations with our customers, citizens and the community(Public Perspective and Community First)
- Organisational development (People Matter)
- Financial Planning(Funding the Future)
- Business processes to ensure the efficient delivery of quality services(Performance Counts)

The Borough's Elected Members are clear about what they expect the Council to achieve. They describe their expectations through the 'Barking and Dagenham 2020 Vision' and the seven Community Priorities. These are

Community Priorities

1. Promoting Equal Opportunities and Celebrating Diversity.
2. Better Education and Learning for All.
3. Developing Rights and Responsibilities with the Local Community.
4. Improving Health, Housing and Social Care.
5. Making Barking and Dagenham Cleaner, Greener and Safer.
6. Raising General Pride in the Borough.
7. Regenerating the Local Economy.

Figure 3 summarises the approach taken by the Council in linking corporate strategies; Community priorities and the Councils 2020 Vision.

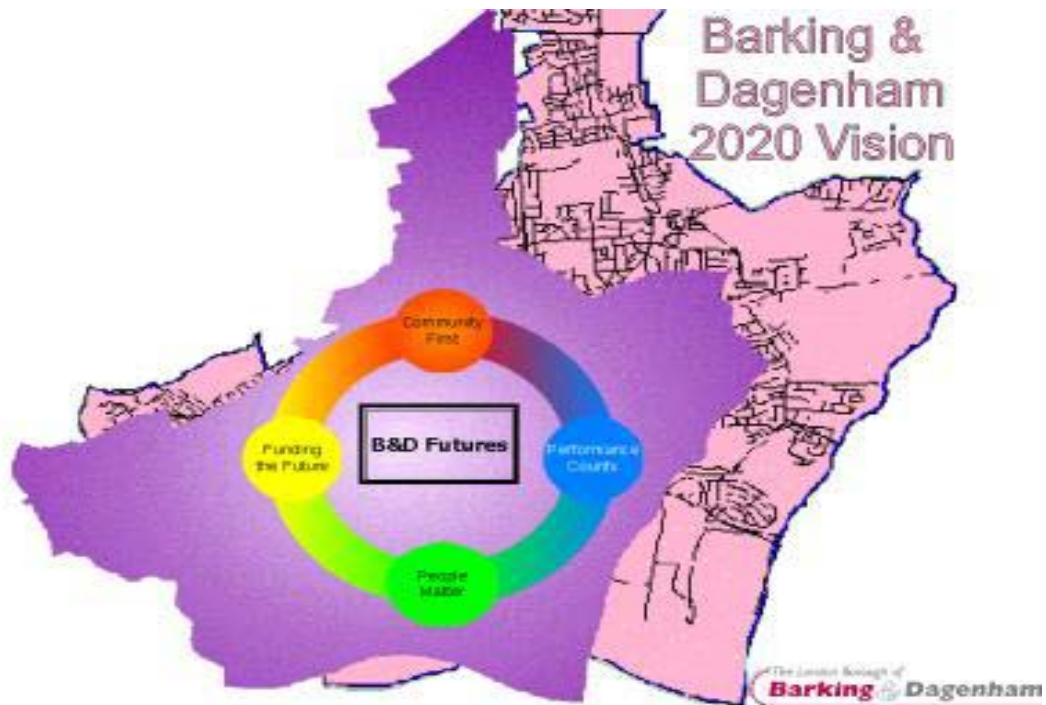
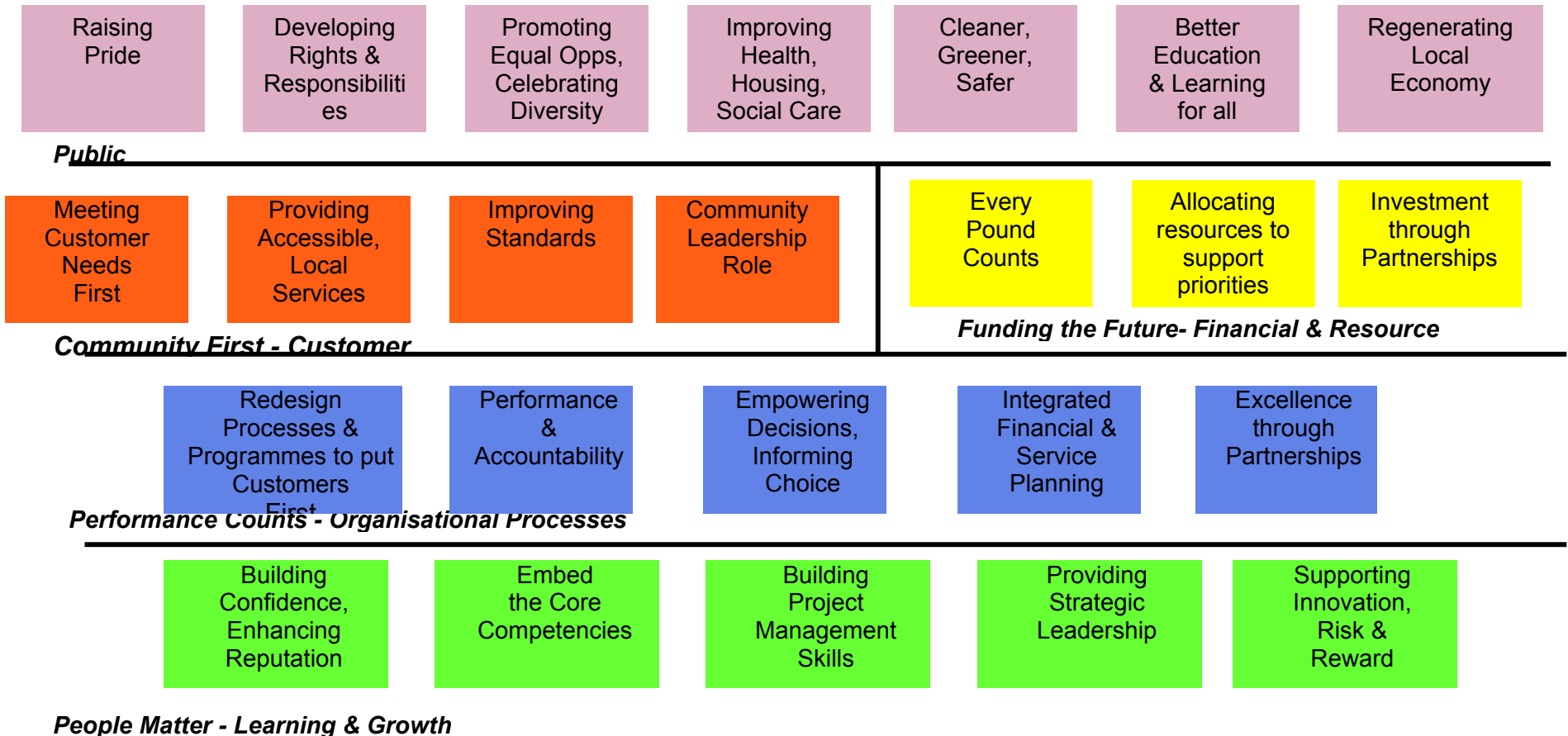


Figure 3 - The Barking and Dagenham Balanced Scorecard Approach to Managing the Council.

The Strategy Map

This is designed to show, (on one piece of paper) how our objectives are grouped into the five Balanced Scorecard Objectives. The Council's Balanced Scorecard is described in *Figure 4* below.

Figure 4 The Barking and Dagenham Balanced Scorecard Strategy Map



Health and Consumer Services Balanced Scorecard.

Our Vision

The service has a key role to play in delivering the Council's community priorities, particularly making the borough cleaner, greener and safer and developing rights and responsibilities with the local community.

To this end, our agreed vision is:

Working with the community towards a safe, fair and healthy environment

Goals

- Work with the Primary Care Trust to improve the health of our community
- Protect the community
- Have an environmentally sustainable Borough
- Improve the standard of our services
- Protect vulnerable sections of the community and promote social inclusion
- Improve project and performance management
- Support and develop staff

Health and Consumer Services Balanced Scorecard 2003 Strategic Objectives and Measures

Community/Customer First		Performance Counts	
Objectives	Measures	Objectives	Measures
1. Effective Enforcement	70% of formal actions are successful	5. Monitored and reviewed performance	% Team Workplans in place by April 1st 2003 and monitored throughout year
2. Informed and trained community	<i>% targets met of the Communication Strategy implemented during 2003 / 2004</i>	6. Protecting and improving public health	<i>80% of processes are consistent, reliable and quality assured to ISO 2000 standard</i>
3. Good access to Services	<i>Customer satisfaction levels = 85%</i>	7. High performance in key areas	<i>Effective service delivery to a score of 9 for BVPI166</i>
4. Sustainable environment	<i>Environmental Action Plan revised, agreed and implemented; % targets achieved for 2003 / 2004</i>		
Funding the Future		People Matter	
Objectives	Measure	Objectives	Measures
8. Effective budgeting	3% savings identified	9. Safe and satisfied staff	<i>liP Accreditation achieved</i>

This Corporate Planning process is supplemented by the Audit Commission Best Value Performance Indicator, BVPI 166. There is a Health and Consumer Service Balanced Scorecard that lists 9 service objectives and performance measures/targets. The implementation plan for Food Safety is described in part 4 of this plan.

3. Background

The Borough is on the North Bank of the River Thames, in East London. We have a residential population of around 155,000 and a land area of 3,419 hectares. The London Boroughs of Redbridge, Newham and Havering border us and to the South we have the River Thames and the London Boroughs of Greenwich and Bexley. **Figure 5** shows the geographic position of the Borough in relation to other London Boroughs.

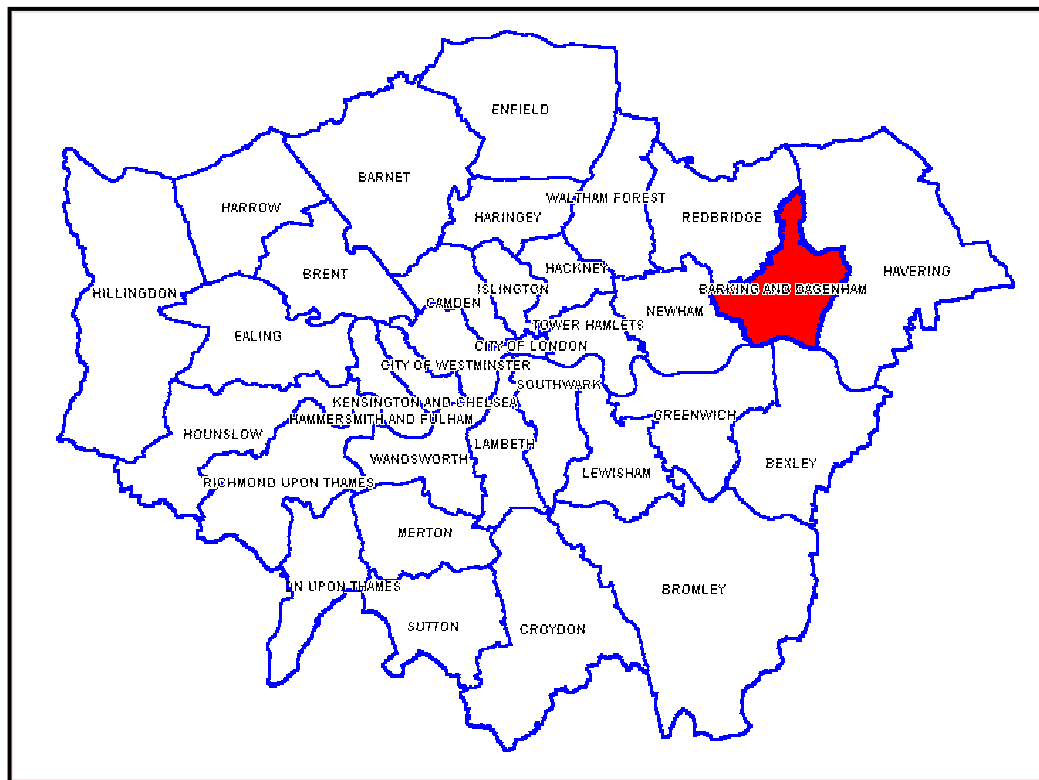


Figure 5. Barking and Dagenham in Relation to other London Boroughs.

In the early 19th Century the Borough was predominately rural and dominated by agricultural land. However, by the late 1800s the

urban growth of London intensified pressure on the Borough and suburban building had begun, mainly around Barking. In the 1920s work began on the Becontree Housing estate as part of the social housing programme to provide 'homes fit for heroes' after the first world war. It was one of the first and largest such projects, providing 26,000 homes, mainly houses. Today it still accounts for a major part of the Council owned stock. Housing development since the war has been mainly in the form of flats, with most high rise developments (5 floors and above) being built during the sixties and seventies.

The development of the estates created new demands for employment in the Borough and led to the development of heavy industry along the Thames Corridor and most notably the Ford Motor Works to the South East of the Borough. More recently the emphasis has shifted to small to medium sized enterprises, a significant proportion of which are food based, supplying services to central London and the surrounding counties. Most significantly the Dairy Crest Dairies site in Chadwell Heath has recently attracted significant new investment and is soon to become a state-of-the-art "*super dairy*" with the highest throughput in the UK and providing more than 180 jobs.

3.1 Organisational structure

The "*Barking and Dagenham 2000*" programme encompasses the whole modernisation agenda with new political and organisational structures. It aims to match resources to priorities set in consultation with the Community.

The new political structure was adopted in May 2000. This has an Executive, Assembly and Community Forums to give residents direct access to the political process.

3.2 The Borough's Political Structure

The Borough's political structure is shown in *Figure 6* below.

Members of the Executive have recently been given portfolios, which match the Community Priorities, and this, along with the Policy Commission, will set the agenda the future direction of the Health and Consumer Services. The results of the Commission will feed into the future Business Planning process.

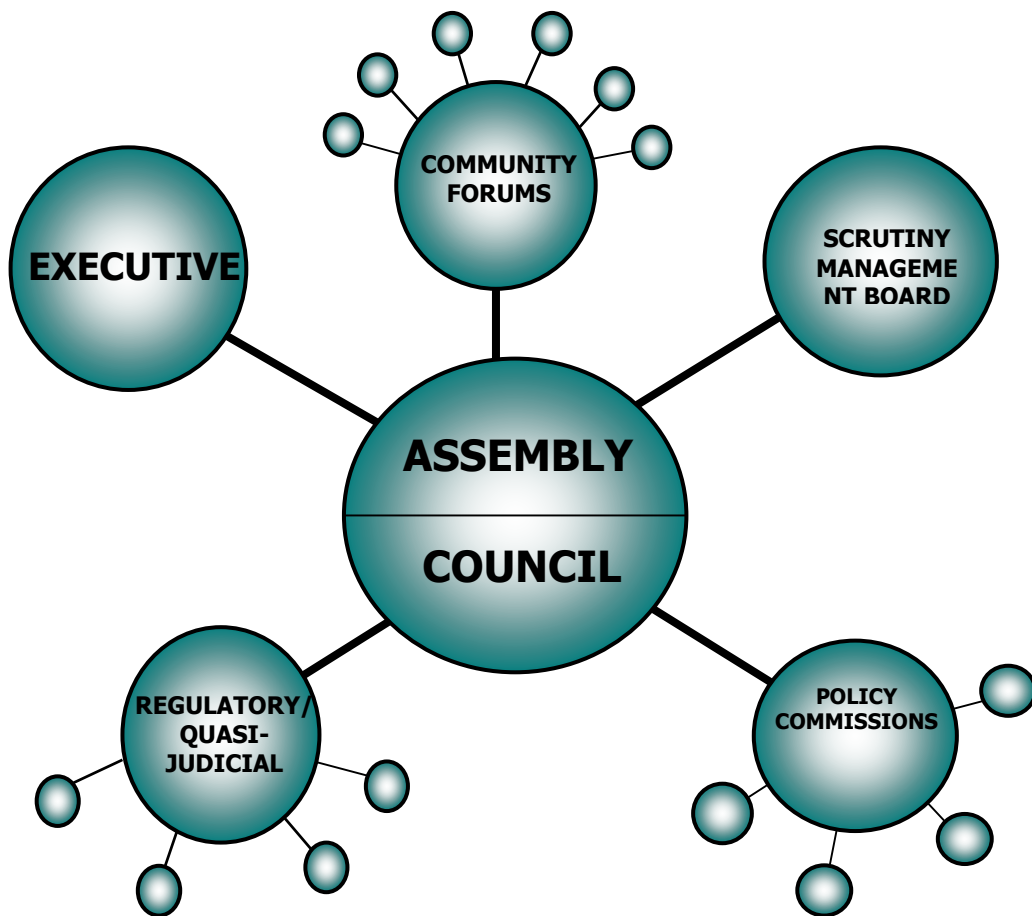


Figure 6. The Political Structure of the London Borough of Barking and Dagenham.

3.3 Council Services

The Council now consists of six Departments:

- Corporate Strategy
- Finance
- Education, Arts & Libraries
- Housing & Health
- Leisure & Environmental Services
- Social Services

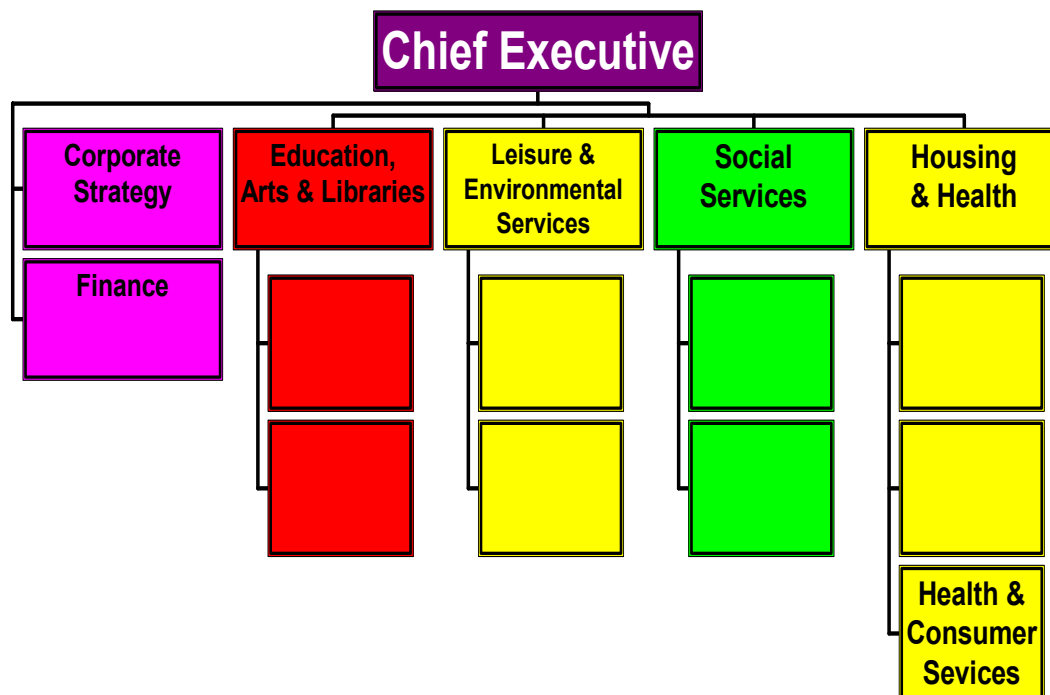


Figure 7. The Council's Organisational Structure

3.4 Health and Consumer Services

Health and Consumer Services has 67 staff, many of which help provide the Food Service to the public and business. Five officers are employed and authorised to inspect food businesses under the Food Safety Act 1990. Last year we worked in partnership with Osborne Richardson to complete all of our lower risk inspections, this year we propose to continue this process. *Figure 8* below illustrates the Health and Consumer Services Management Team and the Commercial Inspections Section within which the Food Service is based.

Jennie Duffy - Head of Health and Consumer Services

Karen Bosdet – PA to Head of Service

Jacquie Harris – Office Manager

Commercial Inspection Section

John Monk - General Manager

Clive Vallis
BLO

Valerie Ellison
Team Leader

**Darren *
Henaghan**
Team Leader

Michelle Walters
CSM

Rob Williams
Best
Practitioner

Community and Environment

Robin Payne -General Manager

Deborah Davis
Senior CSO

Sylvia Alabaster
CSO

Andrea Bremner
CSO

Seleena Meah
CSO

Josie Brindley
CSO

Georgina
O’Sullivan
CSO

*Stuart
Proudlock*
EPO

Alison Smith
EPO

Joe Baker
LA21 Co-
ordinator

ISO
Kim Noble

Colin Nash
Team Leader
Noise &
Nuisance

*Alison
Taylor*

Allan Cox
TSuO

Tim Jones
NO

George
Christian
Noise &
Nuisance
Officer

Kerry Read
Lead Noise &
Nuisance
Officer

Wale Cole
Noise &
Nuisance
Officer

Glen Mark
PH&NO

Liz Hawthorn
AW

Ron Martin
Team
Leader

Val
Wallace
PCO

Brian Bates
PCO

Tony Chapman
Team Leader
Street Warden
Service

Vacant
Enforcement Officer
Street Warden

Vacant
Enforcement Officer
Street Warden

Gary Jones
Enforcement Officer
Street Warden

Marion Williams
Senior Street
Warden

Doug McConnachie
Acting Enforcement
Support Officer

Dave Clarke
Senior Street Warden

Vacant
Street Warden

Marc Chapman
Street Warden

Mark Littlejohn
Street Warden

John Dumbleton
Street Warden

Key

- | | |
|---|---------------------------------------|
| AW – Animal Warden | H&SO – Health and Safety Officer |
| BLO – Business Liaison Officer | ISO – Information Systems Officer |
| CA – Consumer Advisor | LA21 – Local Agenda 21 |
| CEH – Commercial Environmental Health | LO – Licensing Officer |
| CSO – Customer Support Officer | LH&SO – Lead Health and safety Office |
| CSTL – Customer Services Team Leader | OM – Office Manager |
| EPBP – Environmental Protection Best Practitioner | N&NO - Noise and Nuisance Officer |
| EPO – Environmental Protection Officer | PCO – Pest Control Officer |
| FSO – Food Safety Officer | SCA – Senior Consumer Advisor |
| FTO – Fair Trading Officer | TLFT – Team Leader, Fair Trading |
| GA – General Assistant | TSuO – Technical Support Officer |

The authority has a service level agreement with Eurofins Scientific Limited, 445 New Cross Road, London SE14 6TA, the nominated Public Analyst under the Food Safety (Sampling and Qualifications) Regulations 1990. Microbiological examination is mostly provided by the Public Health Laboratory Service ('PHLS'), based at Colindale. The contract with both the Public Analyst and PHLS includes a courier service that ensures Council Officer time is not wasted travelling to deliver samples.

3.5 Scope of the Food Function

Health and Consumer Services carries a wide remit that includes protection of the environment and consumers, street wardens, and nuisance investigations. The Commercial Inspections team provides Consumer Advice, Trading Standards, Health and Safety and Licensing services alongside Food Safety. Work is largely prioritised according to risk assessments and enforcement activities are combined wherever possible to achieve maximum efficiency.

Food safety work includes:

- Microbiological safety of food, including management and prevention of food borne outbreaks and illness.
- Enforcement of food safety legislation through a combination of inspections, investigations, education, advice, training and project work.
- Microbiological and chemical food surveillance which aims to ensure that the public will not be harmed by either consuming food that has been un-hygienically processed or inadequately labelled.
- Encouragement of best practice through business forums and support of the home authority principle in local food manufacturers.
- Education in food hygiene for all employees in the food industry through a training partnership with Barking College of Further Education.

We also provide advice to elected members, answer enquiries from the public, local and national media, promote our service through Council media including the Citizen Magazine that goes to every household in the Borough and respond to specific requests for enforcement from the Food Standards Agency. We contribute significantly to strategic town planning and development control, advising on the retail food market and providing advice to new food businesses from the outset.

3.6 Demands on the Food Service

Food Safety	-	Number of Premises	-	1083
Health & Safety	-	Number of Premises	-	1956
Licensing	-	Licenced Premises	-	326
		(Excluding Street Trading)		

The food hygiene premises profile:

RISK CATEGORY	Profile (Premises)
A	16
B	28
C	502
D	189
E	225
F	123
Total	1088

We made just under 1000 visits to food premises last year. 583 visits were made to deal with complaints made by the public; 914 were proactive food hygiene and standards inspections and 110 revisits to check that the work we required had been done. For the second year running we carried out all food hygiene and food standards inspections on time.

There are 10 food manufacturers needing official approval by the Council. These are:

Dairy Crest Dairies, Selinas Lane, Chadwell Heath	Milk processor
Essay Smoked Salmon, 935 Green Lane, Dagenham	Salting, smoking, slicing and packaging fish
Chutnies, Unit 8 The Cromwell Centre, Thames Road, Barking	Manufacture of meat based prepared meals
Solanki Frozen Foods, Unit 4 Cromwell Centre, River Road, Barking	Importation and wholesale of frozen fish and fish products
J.W.F. Services Limited, 30 Trafalgar Business Centre, River Road, Barking	Slicing and packing of cheese
Stockwin of London, 57 River Road, Barking	Manufacture of sausages and sausage meat
Roys Pie and Mash Limited, 3 Station Parade, Heathway, Dagenham.	Pie and Mash ready meal manufacture
C.K. Hill – Hills Cooked Meats, 30 Thames Road, Barking, Essex.	Cooked meat and fish based sandwich filling manufacture
Crème de la Crème, Freshwater Road, Dagenham	Sandwich manufacturer
Bonians, Unit 1 Sterling Works Rainham Road, South Dagenham Essex RM10 8TX	Manufacture of raw sausage, liver sausage, luncheon sausage & saveloys

There are also eleven large manufacturers and importers that require specialist or technical knowledge they are :

Marcantonio Foods Limited, 20- 22 Thames Road, Barking,	Manufacture of wafers for ice- cream
Rascal Confectionery Limited, Loxford Road, Barking,	Speciality sweet manufacture

Gregton Confectionery Ltd., 101 Wantz Road, Dagenham	Traditional sweet manufacture
Aroma Ice Cream Company, River Road, Barking	Ice-cream manufacture
Anglo-German Brewery, Gascoigne Road, Barking	Brewery and canning plant
Gheita Limited, Renwick Road, Barking	Milling and packing pulses and spices
Davin Foods, Renwick Road, Barking.	Prepared Vegetable manufacture for the Restaurant Trade
Star Ice Cream Barking Business Centre, 25 Thames Road, Barking	Ice-cream manufacture
Hoo Hing Limited, Selinas Lane, Chadwell Heath.	Chinese Food Importer
IHB Express, Bennetts Castle Lane, Dagenham	Prepared Chicken for the Restaurant Trade
Sandwich Express, 109 Ripple Road, Barking.	Sandwich Manufacturer

There are eight further food manufacturers who supply only by retail and twenty-four licensed butchers' shops. In all we act as home or originating authority for 26 food manufacturers.

Twice a year the Borough hosts two festivals. The larger of the two, the Dagenham Town Show, attracts over 100,000 visitors and last year 26 food hawkers. The team offers advice to the organisers in the run up to the show and then inspects all of the trailers on the day.

Market research in 1998 indicated that 58% of food premises in the Borough employed food handlers who had English as a second language and 27% of the food business owners had difficulty in understanding English. A key service aim is to achieve equal access to and availability of services. We now provide food hygiene training in Cantonese and will provide a new course for people with learning difficulties this year. We believe that we are the only council in the country who offer this service.

In order to promote equal access to our service, the Borough employs translators for routine and formal action, has leaflets in 6 community languages and we routinely translate correspondence where it is requested or felt necessary by the officer.

Health and Consumer Services are based at Roycraft House in Barking. Members of the public can access services in person via the local area housing offices at Stour Road and Becontree Avenue in Dagenham and the Municipal Offices, Ripple Road, Barking. This service operates from 8:30am to 5pm Monday to Friday. Food Safety Officers will make a home visit whenever required to examine food or interview clients.

3.7 Enforcement Concordat

The Council was one of the first authorities to sign the Enforcement Concordat and is committed to providing our enforcement functions in an equitable, practical, transparent and consistent way. During an external audit this year the council's enforcement policy and procedures were sighted as an example of best practice.

In June 2002 the team completed an audit against BV166 the audit commission Performance indicator for Environmental Health and Trading Standards. We scored 9 out of a maximum of 10. This performance is easily within the top 25% of London Boroughs.

The food team also contributes to the Council's performance against the Audit Commission Best Value Performance Indicator BVPI 157. This measures the percentage of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols. Over the past year we have set up mechanisms to allow people to seek


advice, make complaints and raise concerns about local traders via the Internet.

4. Service Delivery

The following tables set out the way in which the Council will provide the food safety service during 2002/03. The tables describe the policy the team adopts in each service area, the level of service achieved in 2001/02 and the level we will achieve during the coming year. The tables also describe the approach we take in distributing our resources to the various service tasks and the targets we will judge our performance against.

SERVICE TASK	Performance Measure	POLICY	LEVEL OF SERVICE ACHIEVED 2002/03		SERVICE LEVEL FOR 2003/04			RESOURCE (productive hours)
Food Premises Inspections	Effective service delivery to a score of 9 for BVPI166	To carry out all food hygiene and food standards inspections within the required frequencies set out in Food Safety Act Codes of Practice. To take enforcement action in line with the councils enforcement policy when breaches of legislation are found. To verify the adequacy of the food waste storage and removal facilities at all premises and to seek the views of business of the usefulness of the inspection process following each inspection.	75% of customers satisfied with service		Customer Satisfaction levels monitored for all services provided			150
	70% of formal actions taken are successful		High risk 100%	101 revisited	100% high risk	Cat A 26 Cat B 28 Cat C 266	165 revisited	2050 100 cat C Performed by private sector contractor
	90% of Customers satisfied with service Chartermark Accreditation 80% of processes are consistent, reliable and quality assured to ISO 9000 standard		Low risk 100%	10% revisited	100% low risk	Cat D 56 Cat E 89 Cat F 11		Performed by private sector contractor Supervision

SERVICE TASK	Performance Measure	POLICY	LEVEL OF SERVICE ACHIEVED 2002/03	SERVICE LEVEL FOR 2003/04	RESOURCE (productive hours)
Food Complaints	<p>Effective service delivery to a score of 9 for BVPI166</p> <p>70% of formal actions taken are successful</p> <p>90% of Customers satisfied with service</p> <p>Chartermark Accreditation</p> <p>80% of processes are consistent, reliable and quality assured to ISO 9000 standard</p>	<p>To respond to all complaints within 2 working days and to attempt to provide a resolution to the complaint in the shortest time. To provide a written conclusion to 90% of complaints.</p>	<p>97% of service requests were responded to in 2 days.</p> <p>116 complaints about food business</p> <p>98 food complaints</p> <p>66 complaints that food has been incorrectly labelled</p> <p>213 food poisoning Investigations</p>	<ul style="list-style-type: none"> • Estimated 620 requests for service • 20 samples submitted for analysis <p>Customer Satisfaction levels monitored for all services provided</p>	<p>1100</p> <p>Public Analyst Fees</p> <p>150</p>

SERVICE TASK	Performance Measure	POLICY	LEVEL OF SERVICE ACHIEVED 2002/03	SERVICE LEVEL FOR 2003/04	RESOURCE (productive hours)
<p>Advice to Business</p>	<p>Communication Plan implemented during 2003 / 2004</p> <p>90% of Customers satisfied with service</p>	<p>We use every opportunity to help business comply with the law.</p> <p>We provide low cost easy access Food Hygiene Training through a Partnership with Barking College of Further Education. We tailor our courses to meet the needs of the participants</p> <div data-bbox="645 831 1189 1011" style="text-align: center;">  <p>The London Borough of Barking & Dagenham</p> <p>Barking College Food and Health & Safety Training Partnership</p> </div>	<p>159 requests for advice from food business.</p> <p>11 passes at intermediate food hygiene level.</p> <p>175 Passes at Basic Food Hygiene Level (of which 46 were trained in Cantonese.</p> <p>100% pass rate and participant satisfaction rate.</p>	<p>Run programme of Food Safety and Health and Safety Courses in partnership with Barking College and external Specialist Providers with a 100% pass rate</p> <p>Provide training for 60 Cantonese Speakers and people with disabilities</p> <p>Offer advice on good practice during every visit</p> <p>Employ interpreters when necessary</p>	<p>343</p> <p>100</p> <p>100</p>

SERVICE TASK	Performance Measure	POLICY	LEVEL OF SERVICE ACHIEVED 2002/03	SERVICE LEVEL FOR 2003/04	RESOURCE (productive hours)
Home Authority Principle	<p>Communication Plan implemented during 2003 / 2004</p> <p>Effective service delivery to a score of 9 for BVPI166</p>	<p>We support the home authority approach and provide advice and facilitate training at all premises within the borough where we act as home or originating authority.</p>	<p>Formal Home authority agreement with three manufacturers</p> <p>45 home authority complaints or requests for advice</p>	<ul style="list-style-type: none"> Formalise the home authority relationship with all manufacturers. Continue to offer advice when requested and if a significant regulatory change occurs. 	300
Food Inspection and Sampling	<p>80% of processes are consistent, reliable and quality assured to ISO 9000 standard</p> <p>Effective service delivery to a score of 9 for BVPI166</p>	<p>To target sampling activity at home or originating authority premises, high risk food premises and in line with sector or LACOTS co-ordinated projects.</p> <p>N.B. (Sampling plan produced separately as <i>APPENDIX A.</i>)</p>	<p>6 co-ordinated projects</p> <p>175 formal samples taken</p>	<ul style="list-style-type: none"> Take 2.5 samples per 100,000 population – 387 samples 	<p>analysts fees</p> <p>250</p>

SERVICE TASK	Performance Measure	POLICY	LEVEL OF SERVICE ACHIEVED 2002/03	SERVICE LEVEL FOR 2003/04	RESOURCE (productive hours)
Control and investigation of outbreaks of food related infectious disease	<p>80% of processes are consistent, reliable and quality assured to ISO 9000 standard</p> <p>Communication Plan implemented</p> <p>During 2003 / 2004</p> <p>Effective service delivery to a score of 9 for BVPI166</p> <p>90% of Customers satisfied with service</p>	<p>We investigate all cases of infectious disease reported to us by the public or via GPs and Barking and Dagenham PCT.</p> <p>We are committed to working together with the PCT to target health promotional advice at recent sufferers of food poisoning</p>	<p>Food Poisoning Investigations - 100</p> <p>Food Poisoning Outbreaks - 3</p> <p>Documented Procedures developed with PCT, for both outbreaks and routine notifications of food related infectious disease</p>	<ul style="list-style-type: none"> To investigate all cases of food poisoning where a food premises in the borough is implicated or where food handlers are involved. 	<p>400</p>

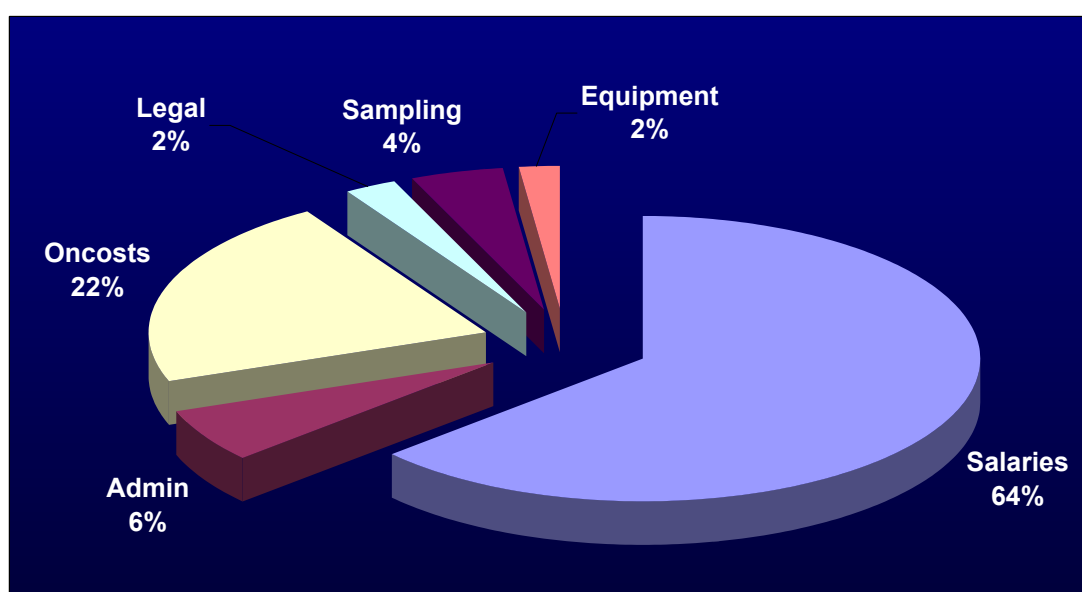
SERVICE TASK	Performance Measure	POLICY	LEVEL OF SERVICE ACHIEVED 2002/03	SERVICE LEVEL FOR 2003/04	RESOURCE (productive hours)
Liaison with other organisations	Effective service delivery to a score of 9 for BVPI166 Improved levels of staff satisfaction 80% of processes are consistent, reliable and quality assured to ISO 2000 standard	The authority is committed to taking every opportunity to work in liaison with neighbouring authorities through the London food study group, the London food safety benchmarking group and any other body aimed at facilitating consistent enforcement.	Joint working arrangements established with PCT Policies and procedures developed through North East London Food Liason Group	Review of Food Safety section in director of public Health Annual Public Health report. Resources Benchmarked with other London Boroughs	200

SERVICE TASK	Performance Measure	POLICY	LEVEL OF SERVICE ACHIEVED 2002/03	SERVICE LEVEL FOR 2003/04	RESOURCE (productive hours)
Food safety incidents	Effective service delivery to a score of 9 for BVPI166 80% of processes are consistent, reliable and quality assured to ISO 2000 standard	We have a formal procedure that ensures we respond to category A or B food hazard warnings immediately. We are committed to working with the health authority, local business and the PHLS to identify food safety incidents and notify the food standards agency immediately.	38 food hazard warnings received 4 requiring immediate action.	<ul style="list-style-type: none"> All notifications responded to within target time and follow procedures. 	100

5. Resources

5.1 Financial Allocation

The total budget for the Food Safety Function is just over £271,000, before income from licences and training courses. 3% cost savings will be made over the coming year much of which is expected to be met by seeking sources of external funding. The following chart demonstrates the financial resources we will use to deliver the business plan.



The Service has made a considerable investment in Information Technology. Every officer has an individual PC, email access, all correspondence is filed electronically through the FLARE database system and all technical information comes from the Internet.

5.2 Staffing Allocation and Development

Officers from the Food Safety Team provide their service through a combination of programmed inspections, advice, education and enforcement. There are four full time Food Safety Officers plus a Business Liaison Officer who leads on development of business forums and consultation. The Team leader is nominated under Code of Practice 19 to have lead responsibility for Food Standards, Hygiene and Safety. Three officers are registered lead auditors

and two qualified to masters level. We actively encourage all officers in Health and Consumer Services to gain the qualifications needed to enforce food law under Code of Practice 19. Currently we have 2 further officers who have the appropriate qualifications and experience to undertake food work. The Team has two officers authorised to issue emergency prohibition notices.

Our aim is to be accredited to Investors in People (IIP) standard. We have many of the systems needed for accreditation such as annual appraisal, personal development plans, competence based job specifications, personal workplans and quarterly validation inspections.

Our staff development plan commits the authority to providing each food officer with a minimum of 10 hours of update training per year in addition to internal cascade training provided through 6 team training days per year.

6. Quality Assessment

The Balanced Scorecard approach to performance management builds on national Best Value, sets performance standards and sets local performance indicators to ensure the five critical success factors are considered as described in section 2.

This year we have made 60% of our process quality assured to ISO 9000:2000 standard.

Monthly monitoring reports are produced for all performance indicators to identify areas where the service is not adhering to our planned objectives. These are used extensively to monitor the team's performance in relation to the sampling plan, inspection programme and complaint response times. Quarterly reviews will also be conducted to scrutinise the service's performance against this business plan. Where significant shortfalls in performance are identified, action plans will be developed. The Council's performance against this plan is published annually in June.

The service has a documented food safety inspection validation procedure. The procedure is based on Codes of Practice 8 and 9 and includes pre-inspection research, the inspection itself and the action taken by the Officer when breaches of legislation are found.

The procedure examines how our staff justify each decision they make in line with the Council's Enforcement Policy and procedures and nationally published industry guides. It verifies that the action achieves the improvements needed. All staff and private sector contractors are assessed against the standards described in the procedure. The score obtained is used to determine the period to the next inspection. This is between one month and a maximum of three months.

Monthly monitoring of work progress is also carried out through performance one to ones with the Team Leader. Complaint, food poisoning and sampling investigations are reviewed and the officer presented with action points to be completed over the following month.

The Council is committed to the principle of external inter-authority auditing to provide a comprehensive and consistent review of food safety enforcement procedures.

7. Review

The performance of service against this business plan is monitored monthly and will be formally reviewed at the end of September 2003 and in March 2004. The Council's performance against this plan is published annually in June.