

FOOD LAW ENFORCEMENT PLAN 2012-13

Protecting Consumers, Supporting Business				
Task	Outcome	Indicative Resource	Indicative numbers	By when
To seek to improve compliance with food hygiene and food standards requirements within businesses in Bracknell Forest through effective enforcement methods and by providing support and advice to help local businesses improve compliance, using appropriate methods to ensure regulatory impact does not generate unnecessary burden.	Inspection of all appropriate high and medium risk rated and relevant new businesses in Bracknell Forest, in accordance with FSA guidance. Inspection of all low risk businesses in Bracknell Forest using alternative inspection techniques (questionnaires).	Total 850 hours	750 visits	Fiscal year end
Improve compliance within businesses that present an increased risk to the public	To ensure that appropriate further contact is made where a business is identified as failing to meet requirements and putting consumers at risk, including revisits, further advice and assistance, and formal action as appropriate	Total 610 hours	90 revisits 20 Notices 250 letters etc	Fiscal year end
Respond to requests from businesses and the public to help improve food hygiene and food standards compliance	To ensure that an appropriate and effective response is provided for 100% of such contacts. Where significant risks are identified, to take prompt action to improve conditions and reduce likelihood of ill-health or contamination occurring. Examine local trends and use as intelligence.	Total 775 hours	550 service requests 150 visits	Fiscal year end
Respond to and investigate relevant reports of infectious diseases, including suspected food poisoning outbreaks	To ensure that effective investigations are carried out for 100% of all relevant notifications and to take prompt action to improve conditions and reduce likelihood and spread of food poisoning and other infectious diseases. Examine local trends in accidents reports and use as intelligence.	Total 160 hours	50 service requests 180 visits	Fiscal year end
To seek to improve the food hygiene standards of businesses in Bracknell Forest, and to facilitate customer choice through support and participation in the Scores on the Doors scheme	Publicise all relevant business scores ratings, and provide encouragement, direction and support to local businesses in achieving higher levels of compliance and standards.	Total 75 hours	180 notifications 47 service requests	Fiscal year end

	Respond to requests from businesses within Bracknell Forest to rescore their business following improvements made.			
To provide support to local businesses through the participation and promotion of the Primary Authority and Home Authority schemes	Respond to requests for advice and assistance from all Primary and Home Authority Partners and other Local Authorities in order to promote consistency in actions between Authorities, reducing the regulatory burden on businesses. Liaise with any relevant Primary Authority as appropriate in order to promote consistency in approach.	Total 110 hours	130 service requests	Fiscal year end
In partnership with Citizens advice provide a consumer advice and information service providing advice to residents on food issues	95% initial response within 2 working days 90% completed within 30 days 100% informed on progress every 30 days	Total 60 hours	50 service requests	Fiscal year end
Implementation of a food sampling programme to reflect national and local requirements and priorities	Use food sampling as a tool to help identify and prioritise resources on those areas of food control that present the greatest risk to consumers, whilst enabling local businesses to take effective actions to minimise potential risk areas.	Total 100 hours	Visits 80 Samples taken 120	Fiscal year end
Seek to improve the standards of food available from businesses in Bracknell Forest, and to facilitate customer choice	Ensure imported food entering the Borough is safe and correctly labelled by inspecting premises and sampling food to ensure compliance with legal standards.	Total 50 hours	Included in above	Fiscal year end
To facilitate the delivery of food law enforcement activities to reflect local needs whilst ensuring regulatory impact does not generate unnecessary burden	Produce one food safety newsletter for distribution to all Bracknell Forest businesses.	Total 20 hours	1	Fiscal year end
To maintain up-to-date food law information pages on the Council's website	Provision of relevant accessible information and links to other key sites.	Total 20 hours		Fiscal year end

Project Working – Focusing Resources				
Task	Outcome	Indicative Resource	Indicative numbers	By when
Continue to develop an integrated approach to regulatory activities across regulatory services	Where activities permit, combine regulatory visits between Environmental Health, Trading Standards and Licensing services in order to minimise the number of visits received by local businesses, reducing the burden on business and maximising the	Incorporated into other tasks		Fiscal year end

	impact of resources used.			
Develop a specialist project aimed at consistently poor catering premises to raise levels of compliance	Work with 20 local businesses that present the greatest risk to consumers through poor performance, targeting management performance in order to increase in confidence and performance.	Total 100 hours		Fiscal year end
In partnership with the Berkshire East PCT promote and encourage caterers to provide healthy menu choices through the promotion and participation in the Catering for Health award scheme.	To continue to encourage new premises to gain the Catering for Health Award in order to offer a range of choice to customers. Review existing premises that have the award during appropriate visits to businesses	Total 50 hours	40 visits and 5 service requests	Fiscal year end
To further develop the Buy With Confidence trader approval scheme within Bracknell Forest and incorporate food businesses	To form partnerships with a variety of food businesses in order to deliver higher standards and improved customer satisfaction.	Total 10 Hours		Fiscal year end
Provide competitively priced accredited food hygiene training courses to local food businesses	Provide 6 x Level 2 CIEH training courses depending on demand and resources.	Time accounted elsewhere		Fiscal year end

Performance Management				
Task	Outcome	Indicative Resource	Indicative numbers	By when
To respond within agreed timetables for national performance data for the Food Standards Agency (FSA) and BERR (Department for Business Enterprise and Regulatory Reform)	Full reports submitted within time frames and respond to all requests for information and action as appropriate	Total 190 hours	230 alerts	Fiscal year end
To maintain a quality service in accordance with the Food Law Code of Practice	Annual review of the Food Law Enforcement plan to demonstrate compliance with statutory requirements Implementation of the agreed work plan, ensuring consistency of approach and maximised resources Continue to implement an in-house competency system for appointed officers Reviewed and up-to-date internal procedures Identification of staff training needs during appraisals, including: Regulators Development Needs Analysis tool (RDNA)	Total 100 hours		Fiscal year end

	<p>Guidance for Regulators Information Point (GRIP)</p> <p>To ensure compliance through consistency exercise training of officers.</p>			
Complete Monthly and Quarterly Performance Assessments	Report on quality and consistency of the Sections work and review as necessary	Total 20 hours		Fiscal year end
To support and participate in the working of the Trading Standards South East region of authorities and the Berkshire Food Liaison Group	Work effectively together upon agreed regional and national projects to provide a consistent and improved service that facilitates the application of best practice and the identification of collaborative working opportunities.	Total 30 hours	7 meetings and 2 teleconferences	Fiscal year end
To maintain integrity of data held	To ensure accurate record of premises in the borough.	Total 10 hours		Ongoing
To respond to requests for information	To provide information and assistance for all received Freedom of Information and other relevant data holding requests.	Total 20 hours	20 requests	Fiscal year end
		Total Resource: 3360 hours		