

**London Borough of Bromley  
Environmental Services  
Public Protection**

**Food Standards Agency Framework Agreement on  
Local Authority Food Law Enforcement**

**Food Service Plan 2016-17 and Performance Review 2015-16**

<b>1.0</b>	<b>SERVICE AIMS AND OBJECTIVES</b>
<b>1.1</b>	<b>Aims and Objectives</b>
	<ul style="list-style-type: none"> <li>• To sustain and improve the standards of safety and quality of food manufactured, prepared and supplied in Bromley following a risk based intervention and enforcement programme and via business advice.</li> <li>• To exercise control and surveillance of communicable diseases.</li> <li>• To investigate complaints about food premises and food sold in the Borough.</li> <li>• To provide a fair, equitable and cost effective service to the Boroughs residents and businesses.</li> </ul>
<b>1.2</b>	<b>LINKS TO CORPORATE OBJECTIVES AND PLANS</b>
	<ul style="list-style-type: none"> <li>• Building a Better Bromley objectives</li> <li>• Public Protection &amp; Safety Portfolio Plan.</li> <li>• Environmental Services Enforcement Policy</li> </ul>
<b>2.0</b>	<b>BACKGROUND</b>
<b>2.1</b>	<b>PROFILE OF THE LOCAL AUTHORITY</b>
	<p>The Borough is the largest in London by area and occupies 59 square miles (152.8 km<sup>2</sup>), of which the majority is Metropolitan Green Belt land. 30 % of the land is farm land. There are four town centers; Bromley, Orpington, Beckenham and Penge. It has a population of over 300,000 people, the 4<sup>th</sup> most populous London borough, with an ethnic minority population of 16%. This is less than most London Boroughs. 72% of the residents are owner occupiers and over 78% of the economically active population are in employment with only 1.1% unemployed. The latest figures show that there are over 12,000 businesses in the borough, mostly operating in property, finance, retail and construction. The majority of businesses are small with less than nine people in each. Public administration, education and health are the boroughs largest employers. Business and financial services are the second largest employers. Biggin Hill airport, the Princess Royal University, Orpington, Beckenham Beacon and Bethlem Royal NHS Hospitals are located within the borough.</p>
<b>2.2</b>	<b>ORGANISATIONAL STRUCTURE</b>
	<ul style="list-style-type: none"> <li>• The Food Team is located within the Public Protection Division of the Environmental and Community Services Department (See tables 2 and 3 for structure details).</li> <li>• Feeding stuffs and alcohol authenticity enforcement is carried out by the Trading Standards team.</li> <li>• Kent Scientific Services is appointed as the Food Analyst.</li> <li>• Public Health England acts as the Council's Food Examiner.</li> </ul>

<b>2.3</b>	<b>SCOPE OF THE FOOD SERVICE</b>
	<p><b>Scope</b> The Food Safety team undertakes the following activities to improve the safety of food manufactured, prepared and supplied within the borough Bromley and to control food borne communicable diseases via:</p> <ul style="list-style-type: none"> <li>• Food hygiene and Food standards inspections</li> <li>• Responding to food safety incidents</li> <li>• Issuing approvals for premises under product specific hygiene regulations,</li> <li>• Food sampling</li> <li>• The investigation of complaints relating to food premises within the borough of Bromley</li> <li>• The investigation of complaints about food produced or purchased within the borough of Bromley</li> <li>• To act as the Proper Officer for notifiable diseases.</li> <li>• The investigation of notifiable food borne infections to determine the source of infection and prevent further spread</li> <li>• The investigation of premises within the borough where there are possible links to food poisoning</li> <li>• Provision of advice and support to existing and prospective food businesses within the borough on all issues relating to food hygiene and food standards via our website</li> <li>• Publicity relating to food safety</li> <li>• Consumer food advice via our website.</li> </ul>
	<p><b>Other services provided alongside the food service:</b></p> <ul style="list-style-type: none"> <li>• Health and safety “hazard spotting” is carried out in food premises where the local authority is the enforcing authority where significant health and safety matters are noted, in line with the Health and Safety Executives (HSE) National Local Authority Enforcement Code.</li> <li>• Advice about infection control procedures is given during visits to day care settings.</li> <li>• Responding to Freedom of information requests.</li> </ul>
<b>2.4</b>	<b>DEMANDS ON THE FOOD SERVICE</b>
	<p><b>Premises Profile</b></p> <ul style="list-style-type: none"> <li>• There are approximately 2500 food premises in Bromley, most of which are SMEs. This is a 13% increase on last year. There are also 6 third country food importers, 1 large manufacturing baker, 42 supermarkets, two approved fishery premises, an approved meat product manufacturer and an FSA approved catering butcher. 3 weekly markets, several occasional and visiting markets and events. 313 new premises registered in 2015/16 while 169 closed down. Bromley Town Centre is being redeveloped, and this continues to result in an increased number of new food businesses.</li> </ul>

<b>2.4</b>	<b>DEMANDS ON THE FOOD SERVICE CONTD.</b>
	<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>The Food Team is run and managed in-house with 4.48 FTE food safety officers (1FTE food safety officer will be on maternity leave from July 16), including the Food Team Coordinator, who does not have a full inspection caseload. The team also has 0.25 FTE admin support. This is significantly below the number required to comply with our statutory requirements so 1.5 FT consultant food safety officers have been temporarily employed to assist the team, initially for 3 months. <b>(See Table I – Summary of Food Team Resources)</b>. Commissioning options for the service are currently being explored.</li> </ul>
	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>The service is based at the Bromley Civic Centre where the Customer Service Centre (CSC) is located to receive personal callers.</li> <li>Due to the reduction in food team staff, the service will focus on its statutory requirements with high risk activities taking priority.</li> <li>The service operates between office hours</li> <li>An emergency out of hours service is available.</li> <li>Out of hours interventions are carried out by officers as required.</li> <li>The Council's website has sign posts to Food Team information for both consumers and businesses.</li> </ul>
	<p><b>External Factors Having Impact on the Service</b></p> <ul style="list-style-type: none"> <li>FBO's having limited understanding of English</li> <li>The increasing number of business that only operate outside of office hours</li> <li>The high turnover of food businesses</li> <li>Emergency work such as closures, seizures, outbreaks and Food Alerts</li> <li>Prosecution work</li> <li>The increasing number of home based food businesses</li> <li>The redevelopment of Bromley Town Centre</li> <li>Food Hygiene Rating re-score requests and appeals</li> <li>Freedom of Information requests</li> </ul>
<b>2.5</b>	<b>REGULATION POLICY</b>
	<ul style="list-style-type: none"> <li>Public Protection has signed the Cabinet Office's Enforcement Concordat.</li> <li>The Enforcement Policy for Public Protection applies to all enforcement action taken in relation to the food service. It is located in the Legal Process Quality Manual of Public Protection "A Guide to Our Enforcement Policy" has been produced setting out the principles of the policy and enforcement actions. The policy is publicised on the Council's website.</li> <li>The Food Safety Team work to support the aims of the Regulators Code</li> </ul>

<b>3.0</b>	<b>SERVICE DELIVERY</b>
<b>3.1</b>	<b>Food Premises Interventions</b>
	<p>The Food Safety Team inspects premises according to the FSA'S Food Law Code of Practice (the Code), where resources allow. Inspection frequencies are based on the food safety risk posed by the premises and inspection frequencies calculated using Chapter 5 of the Code.</p> <p>Food standard and hygiene inspections are combined when either will be due before the next routine inspection. However, separate Food Standards inspections are carried out in high risk premises.</p> <p>New premises are to receive a food safety inspection within 28 days of registration to comply with the Code, however, this is not always possible due to our resources. We therefore aim to inspect them within 3 months, depending on their food safety risk. New premises which are deemed to be low risk e.g. home cake-makers, are not routinely inspected. Their risk is assessed by a desk top exercise. This is a pragmatic approach which does not comply with the Code but ensures our resources are targeted towards higher risk premises. To date, we have 340 new premises which are awaiting an inspection, 300 of which are low risk businesses.</p> <p>To comply with the Code, Category A &amp; B food hygiene inspections are to be carried out within 28 days of their inspection date and we aim to comply with this requirement. We have a back log of 38 B rated inspections, 10 of which only trade out of office hours. The Code requires premises to be inspected while they are trading. We will inspect these premises within 2016/17 as a priority.</p> <p>Category C food hygiene inspections are to be inspected every 18 months. Due to our resources, these premises are only inspected if they have a food hygiene rating of 0-2 or when they are the subject of a complaint. We have a backlog of 288 outstanding C rated inspections from 2016/17, 36 of which only trade out of office hours. The Code requires premises to be inspected while they are trading. We will inspect these premises within 2016/17.</p> <p>The number of outstanding category C food hygiene inspections from 2015/16 will have an impact on ability to comply with the inspection interval set out in the code in 2016/17. Therefore the majority of C rated food hygiene premises due in 2016/17 will have their food hygiene inspection delayed until 2017/18. This will have a cumulative effect on target inspection numbers in the following years.</p> <p>Category D food hygiene inspections are to be inspected every 24 months. Due to our resources, these premises are only inspected if they have a food hygiene rating of 0-2 or when they are the subject of a complaint. We have a back log of around 396 Category D food hygiene premises from previous years. With the current level of resources these will remain uninspected in this and future years. These premises are largely those which handle high risk food and have very good controls or handle low risk food. The number of outstanding category D inspections is a concern as if, their standards drop or their activities change, this will not be picked up by the team therefore potentially putting the public at risk.</p>

3.1	<b>Food Premises Interventions contd.</b>
	<p>Category A food standards inspections are due annually, we have 5 outstanding which will be given priority. Category B food standards inspections are due every 24 months. These are combined with hygiene inspections when the hygiene inspection is due. We currently have 97 outstanding category B food standard inspections.</p> <p>Low risk premises rated E for food hygiene and C for food standards are not routinely inspected as permitted in the Code. They are contacted every 3 years to assess their food safety risk under our Alternative Enforcement Strategy (AES). An AES project is due to be carried out during 2016/17.</p> <p>Under the Food Hygiene Rating Scheme (FHRS), premises can request to have their business re-rated with a non-programmed inspection being carried out under the 'Brand Standard' for the scheme, which Bromley has agreed to follow. These rescore inspections must take place within 3 to 6 months of the request being made. 23 were carried out during 2015/16. It is projected that approximately 40 rescore requests will be received this year as both business and customer awareness of the scheme increases. However, 6 requests have been received in the 1<sup>st</sup> two weeks of April so the estimated rescore inspections may be even greater if this trend continues.</p> <p>The resultant backlog in inspections is the result of the gradual reduction in food safety officers and admin staff over recent years along with the continued increase in the number of registered food businesses.</p> <p>We follow a graduated approach to enforcement and 42 individual Hygiene Improvement notices were served to ensure non-complainant business improve and a prosecution was prepared and passed to the Borough Solicitor.</p> <p><b>In total, there are 657 overdue food hygiene inspections, 5 food standards inspection and 40 unrated premises awaiting inspection. This, in addition to the 528 premises due for inspection in 2016/17 and the estimated 180 new premises likely to register during the year which will be inspected, gives a total inspection target for 2016/17 of around 1410 premises. We will also inspect 36 B rated inspections which, although not due an inspection in 2016/17, require urgent improvement.</b></p>

3.1	<b>Food Premises Interventions Contd.</b>
	<p>During 2016/17 we will prioritise the</p> <ul style="list-style-type: none"> <li>• 326 overdue B &amp; C food hygiene inspections,</li> <li>• the 5 overdue food standards inspection,</li> <li>• the 115 due A &amp; B food hygiene inspections</li> <li>• 36, 1 rated hygiene business not due an inspection in 2016/17</li> <li>• the 5, overdue A food standard inspection</li> <li>• the 40 unrated premises which are not low risk</li> <li>• the projected 180 new high-risk premises; and</li> <li>• 40 FHRS rescore requests</li> </ul> <p>This gives a total of 747 food inspections due during the year and will require 4.6 FTE food safety officers based on our current inspection target, if no emergency or enforcement work is undertaken. This will be carried out by the equivalent of 3.7 FTE food safety officers (as the team coordinator has a 25% inspection load) and the 1.5 FTE equivalent contractor food safety officers supporting the team. It is anticipated the team will achieve 90% of the inspections due.</p> <p>An additional 4.8 FTE food safety officers will be required if the 396 overdue D food hygiene inspections and the 223 C &amp; 158 D inspections due this year are to be carried out during 2016/17.</p> <p>Following a food hygiene inspection, food premises are rated in accordance with the Food Standards Agencies (FSA) Food Hygiene Rating Scheme (FHRS).</p> <p>Premises rated 0 - 2 receive additional follow up visits and written letters to ensure compliance and improved standards. Formal action will be considered where informal action is not successful, in line with our Enforcement Policy.</p> <p>Approved premises are to be inspected on an annual basis and we aim to comply with this requirement.</p> <p>Businesses that apply for a FHRS rescore inspection will be re-inspected within 3-6 months of their request.</p>

	<b>OBJECTIVES</b>	<b>PERFORMANCE MEASURES</b>
	<ul style="list-style-type: none"> <li>To carry out 672 food hygiene interventions, largely by inspection, including rescore requests.</li> </ul>	<ul style="list-style-type: none"> <li>Number of hygiene interventions carried out and % of those due.</li> </ul>
	<ul style="list-style-type: none"> <li>To carry out 250 food standards interventions, largely by inspection.</li> </ul>	<ul style="list-style-type: none"> <li>Number of food standards interventions and % of those due.</li> </ul>
	<ul style="list-style-type: none"> <li>To send up to 600 schedules of improvement / warning letters to improve standards following interventions.</li> </ul>	<ul style="list-style-type: none"> <li>Number of schedules of improvements / warning letters sent.</li> </ul>
	<ul style="list-style-type: none"> <li>To maintain the percentage of premises broadly compliant* for food hygiene at the time of inspection to 70%. (* Food Hygiene Rating of 5,4or 3)</li> </ul>	<ul style="list-style-type: none"> <li>Number of Premises broadly compliant as a %</li> </ul>
	<ul style="list-style-type: none"> <li>To carry out up to 200 follow-up visits, focusing on zero - 2 star premises.</li> </ul>	<ul style="list-style-type: none"> <li>Number of follow-up visits carried out.</li> </ul>
	<ul style="list-style-type: none"> <li>To improve 5 rated zero premises (This is a key performance indicator)</li> </ul>	<ul style="list-style-type: none"> <li>Number of zero rated premises which have improved their rating</li> </ul>
	<ul style="list-style-type: none"> <li>To improve 56 of the 80 1 rated premises. (This is a key performance indicator)</li> </ul>	<ul style="list-style-type: none"> <li>Number of 1 rated premises which have improved their rating</li> </ul>
	<ul style="list-style-type: none"> <li>To enforce the Food Information Regulations 2014 via FIRINs</li> </ul>	<ul style="list-style-type: none"> <li>Number of FIRINs served</li> </ul>
	<ul style="list-style-type: none"> <li>To assess newly registered unrated business</li> </ul>	<ul style="list-style-type: none"> <li>Number of questionnaires sent</li> </ul>
	<ul style="list-style-type: none"> <li>To carry out an AES survey of E rated businesses</li> </ul>	<ul style="list-style-type: none"> <li>AES survey carried out.</li> </ul>
<b>3.2</b>	<b>Food Complaints /Service Requests</b>	
	The team will respond to complaints about food and food premises within the Borough where a breach of food safety legislation is suspected. The speed of response and level of investigation will depend on the severity of the complaint. This will be decided by the investigating officer with advice from the Lead Officer for food and/or the team manager as required and in accordance with our internal procedures. Urgent complaints will be responded to within 24 hours and non-urgent ones within 5 working days.	
	<b>OBJECTIVES</b>	<b>PERFORMANCE MEASURES</b>
	<ul style="list-style-type: none"> <li>To respond to up to 250 complaints/enquiries about food and food premises.</li> </ul>	<ul style="list-style-type: none"> <li>Number of complaints/service enquiries responded to.</li> </ul>
<b>3.3</b>	<b>Home Authority Principle/ Primary Authority Partnerships</b>	
	The authority respects both the Primary and Home Authority schemes. We currently have no Primary Authority partnerships. We follow the Home Authority principles when dealing with requests about or from premises based in our borough, even where no formal agreement exists.	



	<ul style="list-style-type: none"> <li>To use Primary Authority Inspections forms where appropriate and refer to the Primary Authority to resolve issues found during inspection.</li> </ul>	<ul style="list-style-type: none"> <li>No performance measure</li> </ul>
	<ul style="list-style-type: none"> <li>To refer to Primary Authorities when dealing with food complaints about food manufactured outside the Borough.</li> </ul>	<ul style="list-style-type: none"> <li>No performance measure</li> </ul>
<b>3.4</b>	<b>Advice to Food Businesses</b>	
	<p>The provision of advice and guidance to secure compliance with food law is an integral part of the work carried out by the service. Advice to existing food businesses will mostly be offered during inspections and revisits. Businesses seeking advice which is not directly related to a current food safety inspection will be directed to our website where food safety advice is available on a self-serve basis. Businesses will be given advice on the new Food Information Regulations 2014 during inspections.</p> <p>Advice to new and proposed food business and to consumers is given via our website only on a self-serve basis. Advisory visits to proposed food or refurbished premises are not made.</p>	
	<ul style="list-style-type: none"> <li>To continue to provide advice to business during inspections.</li> </ul>	<ul style="list-style-type: none"> <li>No performance measure</li> </ul>
<b>3.5</b>	<b>Food Inspection and Sampling</b>	
	<p>Food sampling is an essential part of our enforcement service and is carried out in line with our sampling policy and programme. Our food sampling is intelligence led, focusing on existing and emerging issues, especially for food manufactured in the Borough or imported from third countries. Where possible, food sampling will be combined with food inspections or revisits.</p>	
	<b>OBJECTIVES</b>	<b>PERFORMANCE MEASURES</b>
	<ul style="list-style-type: none"> <li>To participate in South East London Food Liaison Group, London Food Coordinating Group (FLCG), Food Standards Agency (FSA) and Public Health England (PHE) and EU sampling programmes for both analysis and examination.</li> <li>To carry out intelligence-led local sampling projects as a result of inspections, complaints or other information.</li> </ul>	<ul style="list-style-type: none"> <li>Number of food samples analysed or examined.</li> </ul>
<b>3.6</b>	<b>Control and Investigations of Outbreaks and Food Related Infectious Disease</b>	
	<p>The Public Health (Control of Disease) Act 1984 as amended and the Public Health (Infectious Disease) Regulations 1988 require certain communicable diseases to be notified to the Proper Officer within a Local Authority. Food Team officers investigate food borne diseases and food poisoning to establish the source of infection and prevent further spread. Outbreaks are investigated along with the South East London Health Protection Team who provide infection control advice along with statistical analysis.</p>	
	<ul style="list-style-type: none"> <li>To investigate cases of food poisoning or suspected food poisoning connected with premises within the Bromley, in line with South East London Health Protection Team guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Number of cases investigated.</li> </ul>

	<ul style="list-style-type: none"> <li>To investigate outbreaks of food poisoning/suspected food poisoning/viral gastroenteritis.</li> </ul>	<ul style="list-style-type: none"> <li>Number of outbreaks investigated.</li> </ul>
<b>3.7</b>	<b>Food Safety Incidents</b>	
	<p>Food Alerts are received from the Food Standards Agency by email to our Food Safety Team email inbox. This is monitored regularly by the team admin. Alerts are sent to the Food Team Lead Practitioner or team manager to determine the action required.</p> <p>Where urgent action is required this work will be given priority, and, if necessary, resources can be brought in from other teams to assist. There is an out of office hours emergency arrangement where urgent action is required when the office is closed.</p>	
	<ul style="list-style-type: none"> <li>To respond to all food alerts and other food safety incidents issued by the FSA, as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Number of food alerts/incidents responded to.</li> </ul>
<b>3.8</b>	<b>Liaison with Other Organisations</b>	
	<p>The Team is a member of the South East London Food Liaison Group, Environmental Health Working Group and the Public Health Group and has designated members to attend. The team will also liaise with other enforcement organisations such as the Food Standards Agency and Department for Environment, Food and Rural Affairs etc., other Environmental Health Departments and professional organisations such as The Association of London Environmental Health Managers.</p>	
	<ul style="list-style-type: none"> <li>To ensure the food service liaises with and participates in joint initiatives with other Council Departments, organisations and Borough as required.</li> <li>To send representatives to the South East London Food Liaison Group, Environmental Health Working Group and Public Health Group.</li> <li>To have a nominated OFSTED liaison officer</li> <li>To have a nominated schools liaison officer</li> </ul>	<ul style="list-style-type: none"> <li>No performance measures.</li> </ul>
<b>3.9</b>	<b>Food Safety and Standards Promotion</b>	
	<p>The promotion of food safety issues is an important means to secure food safety compliance in food businesses. The website and press releases are used to highlight key issues such as food safety week. The team participates in the FSA Food Hygiene Rating Scheme and encourages business to display the score received.</p>	
	<ul style="list-style-type: none"> <li>To update the food service's website.</li> </ul>	<ul style="list-style-type: none"> <li>Evaluated by the Website Coordinator.</li> </ul>
	<ul style="list-style-type: none"> <li>To publicise food hygiene myths during Food Safety Week</li> </ul>	<ul style="list-style-type: none"> <li>No performance measure</li> </ul>
	<ul style="list-style-type: none"> <li>To continue to participate in the FSAs FHRS</li> </ul>	<ul style="list-style-type: none"> <li>No performance measure</li> </ul>
	<ul style="list-style-type: none"> <li>To issue Press Releases</li> </ul>	<ul style="list-style-type: none"> <li>No performance measure</li> </ul>
	<b>OBJECTIVES</b>	<b>PERFORMANCE MEASURES</b>
<b>3.1</b>	<b>Health and Safety in Food Premises</b>	
<b>0</b>		

	Food team officers carry out health and safety hazard spotting while visiting food premises. Significant offences will be reported to the Public Protection Health and Safety team for action.	
	<ul style="list-style-type: none"> <li>To carry out up to health and safety “hazard spotting” in food premises where significant offences are noted.</li> <li>To liaise with the Health and Safety Team where formal action in food premises is required..</li> </ul>	<ul style="list-style-type: none"> <li>Number of health and safety “hazard spotting” inspections carried out.</li> </ul>
<b>4.0</b>	<b>RESOURCES</b>	
<b>4.1</b>	<b>Financial Allocation</b>	
	<ul style="list-style-type: none"> <li>The overall cost of the food service for 2015/16 was £278,830 (salaries inc national insurance and pension)</li> <li>The budget set aside for 2016/17 is £269,730 including the budget set aside for food sampling &amp; analysis of £6,050</li> </ul>	
<b>4.2</b>	<b>Staffing Allocation</b>	
	<ul style="list-style-type: none"> <li>See Table 1</li> </ul>	<ul style="list-style-type: none"> <li>No performance measure.</li> </ul>
<b>4.3</b>	<b>Staff Development</b>	
	<ul style="list-style-type: none"> <li>Staff training and development needs are met via a mixture on in-house and external training.</li> <li>PADs reviews are carried out by the team manager</li> </ul>	<ul style="list-style-type: none"> <li>No performance measure.</li> <li>No performance measure.</li> </ul>
<b>5.0</b>	<b>Quality Assessment</b>	
<b>5.1</b>	<ul style="list-style-type: none"> <li>To carry out internal monitoring to verify conformance with legal obligations, the Code and internal procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Internal monitoring.</li> </ul>
	<ul style="list-style-type: none"> <li>To track the outcomes of zero rated inspections, with the aim of improving their star ratings.</li> </ul>	<ul style="list-style-type: none"> <li>Internal monitoring.</li> </ul>
	<ul style="list-style-type: none"> <li>To participate in Inter authority auditing as required.</li> </ul>	<ul style="list-style-type: none"> <li>No performance measure</li> </ul>
<b>6.0</b>	<b>Review</b>	
<b>6.1</b>	<ul style="list-style-type: none"> <li>The Service Plan will be reviewed at 6 monthly intervals and progress reported to the Head of Food, Safety and Licensing along with service developments.</li> </ul>	<ul style="list-style-type: none"> <li>Internal Monitoring</li> </ul>

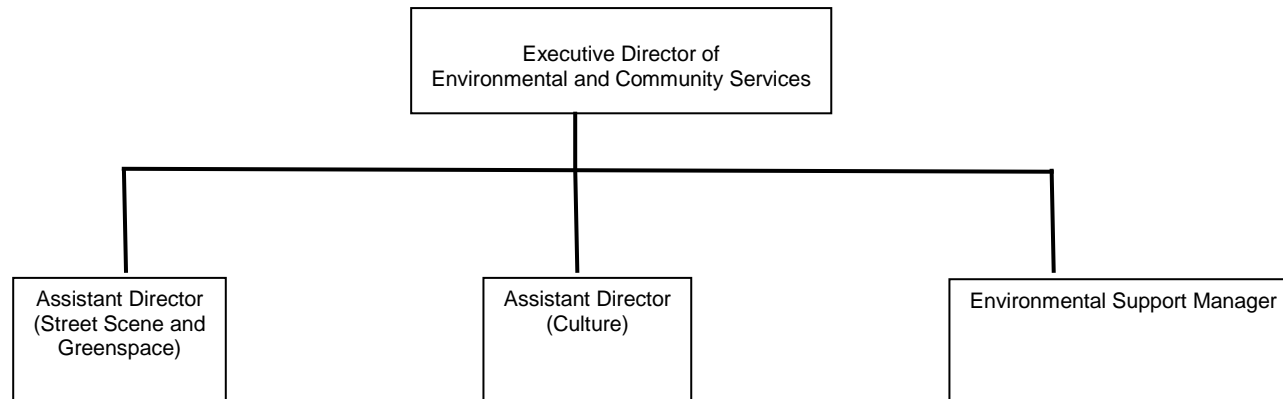
**TABLE 1 - SUMMARY OF STAFF RESOURCES REQUIRED FOR FOOD SERVICE**

<b>SERVICE DELIVERY</b>	<b>FULL TIME EQUIVALENT OFFICERS - BELOW MANAGER LEVEL REQUIRED TO UNDERTAKE 2016/17 WORK PLAN (IF NO ENFORCEMENT WORK IS UNDERTAKEN)</b>	<b>FULL TIME EQUIVALENT OFFICERS - BELOW MANAGER LEVEL TO CARRY OUT ALL OVERDUE INSPECTIONS) (IF NO ENFORCEMENT WORK IS UNDERTAKEN)</b>
Food Premises Inspections	• 4.6 *FSO/LO	• 9.4 *FSO/LO
Food Complaints	• 0.4 FSO/LO	• 0.4 FSO/LO
Home Authority Advice	• 0.0 (No longer offered directly)	• 0.0 (No longer offered directly)
Advice to Businesses	• 0.0 (No longer offered directly)	• 0.0 (No longer offered directly)
Advice to Consumers	• 0.0 (No longer offered directly)	• 0.0 (No longer offered directly )
Food Sampling	• 0.10 FSO/LO	• 0.10 FSO/LO
Control and Investigation of Outbreaks and Food Related Infectious Disease	• 0.25 FSO/LO	• 0.25 FSO/LO
Food Safety Incidents	• 0.03 FSO/LO	• 0.03 FSO/LO
Liaison - with the South East London Sector food liaison & Environmental Health Working Groups	• 0.02 LO	• 0.02 FSO/LO
Food Safety and Standards Promotion	• 0.01 FSO/LO	• 0.01 FSO/LO
Health and Safety in Food Premises	• 0.10 FSO/LO	• 0.10 FSO/LO
Staff Training and Development	• 0.10 FSO/LO	• 0.10 FSO/LO
Assessing low risk businesses via AES	• 0.20 FSO	• 0.20 FSO
FOIs and FHRS appeals and right of reply	• 0.10 LO	• 0.1 LO
Quality Assessment	• 0.20 LO	• 0.20 LO
Technical Support	• 0,50 LO	• 0.50 LO
Administration	• 0.50	• 0.50
<b>TOTAL STAFF RESOURCE REQUIRED</b>	• <b>6.11</b>	• <b>11.91</b>
<b>TOTAL RESOURCE PROVIDED</b>	• <b>4.34</b>	• <b>4.34</b>

**\*FSO = Food Safety Officer LO = Lead Officer**

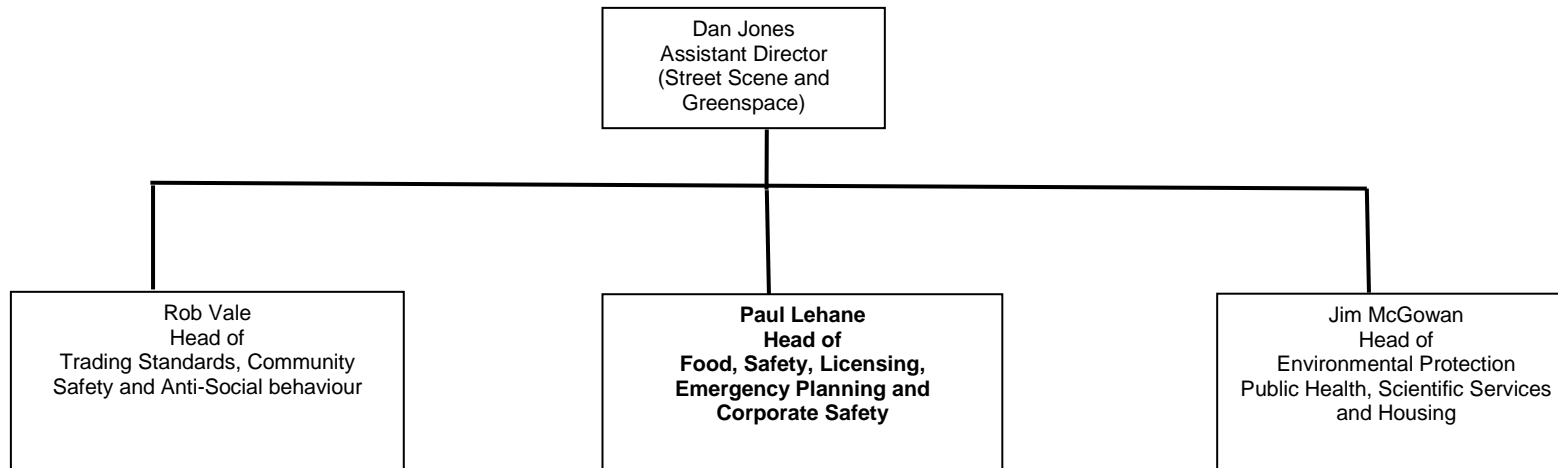
**Table 2**

## Environmental and Community Services Department Departmental Structure



**Table 3**

**Environmental Services Department  
Public Protection Structure**



**PERFORMANCE REVIEW 2015-16**

	<b>OBJECTIVES</b>	<b>PERFORMANCE MEASURES</b>
	<ul style="list-style-type: none"> <li>To carry out 757 food hygiene interventions, largely by inspection.</li> </ul>	<ul style="list-style-type: none"> <li>Number of hygiene interventions carried out was 568 and 75% of those due.</li> </ul>
	<ul style="list-style-type: none"> <li>To carry out 300 food standards interventions, largely by inspection.</li> </ul>	<ul style="list-style-type: none"> <li>Number of food standards interventions was 250 and 83 % of those due.</li> </ul>
	<ul style="list-style-type: none"> <li>To send up to 600 schedules of improvement / warning letters to improve standards following interventions.</li> </ul>	<ul style="list-style-type: none"> <li>Number of schedules of improvements / warning letters sent was 589</li> </ul>
	<ul style="list-style-type: none"> <li>To maintain the percentage of premises broadly compliant for food hygiene at the time of inspection to 70%.</li> </ul>	<ul style="list-style-type: none"> <li>Number of Premises broadly compliant as a % is 74%</li> </ul>
	<ul style="list-style-type: none"> <li>To carry out up to 200 follow-up visits, focusing on zero - 2 star premises.</li> </ul>	<ul style="list-style-type: none"> <li>Number of follow-up visits carried out was 148.</li> </ul>
	<ul style="list-style-type: none"> <li>To improve 8 rated zero premises (This is a key performance indicator)</li> </ul>	<ul style="list-style-type: none"> <li>Number of zero premises which have improved their rating is 8</li> </ul>
<b>3.2</b>	<b>Food Complaints /Service Requests</b>	
	<p>The team will respond to complaints about food and food premises within the Borough where a breach of food safety legislation is suspected. The speed of response and level of investigation will depend on the severity of the complaint. This will be decided by the investigating officer with advice from the Lead Officer for food and/or the team manager as required and in accordance with our internal procedures. Urgent complaints will be responded to within 24 hours and non-urgent ones within 5 working days.</p>	
	<b>OBJECTIVES</b>	<b>PERFORMANCE MEASURES</b>
	<ul style="list-style-type: none"> <li>To respond to up to 300 complaints/enquiries about food and food premises.</li> </ul>	<ul style="list-style-type: none"> <li>Number of complaints/service enquiries responded to was 256.</li> </ul>
<b>3.3</b>	<b>Home Authority Principle/ Primary Authority Partnerships</b>	
	<p>The authority respects both the Primary and Home Authority schemes. We currently have no Primary Authority partnerships and 2 Informal Home Authority agreements which will be terminated during 2015-2016. We will follow the Home Authority principles when dealing with requests about or from premises based in our Borough, even where no formal agreement exists.</p>	
	<ul style="list-style-type: none"> <li>To use Primary Authority Inspections forms where</li> </ul>	

	appropriate and refer to the Primary Authority to resolve issues found during inspection.	
	<ul style="list-style-type: none"> <li>To refer to Primary Authorities when dealing with food complaints about food manufactured outside the Borough.</li> </ul>	
<b>3.4</b>	<b>Advice to Food Businesses</b>	
	<p>The provision of advice and guidance to secure compliance with food law is an integral part of the work carried out by the service. Advice to existing food businesses will mostly be offered during inspections and revisits. Businesses seeking advice which is not directly related to a current food safety inspection will be directed to our website where food safety advice is available on a self-serve basis. Businesses will be given advice on the new Food Information Regulations 2014 during inspections.</p> <p>Advice to new and proposed food business and to consumers is given via our website only on a self-serve basis. Advisory visits to proposed food or refurbished premises are not made.</p>	
	<ul style="list-style-type: none"> <li>To continue to focus on improving the star rating of food premises in the Borough with 0 stars by 100%.</li> </ul>	<ul style="list-style-type: none"> <li>100 % of zero star premises have a higher rating at the end of March 2016.</li> </ul>
<b>3.5</b>	<b>Food Inspection and Sampling</b>	
	<p>Food sampling is an essential part of our enforcement service and is carried out in line with our sampling policy and programme. Our food sampling is intelligence led, focusing on existing and emerging issues, especially for food manufactured in the Borough or imported from third countries. Where possible, food sampling will be combined with food inspections or revisits.</p>	
	<b>OBJECTIVES</b>	<b>PERFORMANCE MEASURES</b>
	<ul style="list-style-type: none"> <li>To participate in South East London Food Liaison Group, London Food Coordinating Group(FLCG), Food Standards Agency (FSA) and Public Health England (PHE) and EU sampling programmes for both analysis and examination.</li> <li>To carry out intelligence-led local sampling projects as a result of inspections, complaints or other information.</li> </ul>	<ul style="list-style-type: none"> <li>Number of food samples analysed or examined was 31.</li> </ul>
<b>3.6</b>	<b>Control and Investigations of Outbreaks and Food Related Infectious Disease</b>	
	<p>The Public Health (Control of Disease) Act 1984 as amended and the Public Health (Infectious Disease) Regulations 1988 require certain communicable diseases to be notified to the Proper Officer within a Local Authority. Food Team officers investigate food borne diseases and food poisoning to establish the source of infection and prevent further</p>	



	spread. Outbreaks are investigated along with the South East London Health Protection Team who provide infection control advice along with statistical analysis.	
	<ul style="list-style-type: none"> <li>To investigate cases of food poisoning or suspected food poisoning connected with premises within the Bromley, in line with South East London Health Protection Team guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Number of cases investigated was 495.</li> </ul>
	<ul style="list-style-type: none"> <li>To investigate outbreaks of food poisoning/suspected food poisoning/viral gastroenteritis.</li> </ul>	<ul style="list-style-type: none"> <li>Number of outbreaks investigated was 2.</li> </ul>
<b>3.7</b>	<b>Food Safety Incidents</b>	
	<p>Food Alerts are received from the Food Standards Agency by email to our Food Safety Team email inbox. This is monitored regularly by the team admin. Alerts are sent to the Food Team Lead Practitioner or team manager to determine the action required.</p> <p>Where urgent action is required this work will be given priority, and, if necessary, resources can be brought in from other teams to assist. There is an out of office hours emergency arrangement where urgent action is required when the office is closed.</p>	
	<ul style="list-style-type: none"> <li>To respond to all food alerts and other food safety incidents issued by the FSA, as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Number of food alerts/incidents responded to was <b>3</b>.</li> </ul>
<b>3.8</b>	<b>Liaison with Other Organisations</b>	
	<p>The Team is a member of the South East London Food Liaison Group, Environmental Health Working Group and the Public Health Group and has designated members to attend. The team will also liaise with other enforcement organisations such as the Food Standards Agency and Department for Environment, Food and Rural Affairs etc., other Environmental Health Departments and professional organisations such as The Association of London Environmental Health Managers.</p>	
	<ul style="list-style-type: none"> <li>To ensure the food service liaises with and participates in joint initiatives with other Council Departments, organisations and Borough as required.</li> <li>To send representatives to the South East London Food Liaison Group, Environmental Health Working Group and Public Health Group.</li> <li>To have a nominated OFSTED liaison officer</li> <li>To have a nominated schools liaison officer</li> </ul>	

<b>3.9</b>	<b>Food Safety and Standards Promotion</b>	
	The promotion of food safety issues is an important means to secure food safety compliance in food businesses. The website and press releases are used to highlight key issues such as food safety week. The team participates in the FSA Food Hygiene Rating Scheme and encourages business to display the score received.	
	<ul style="list-style-type: none"> <li>To update the food service's website.</li> </ul>	<ul style="list-style-type: none"> <li>Evaluated by the Website Coordinator.</li> </ul>
	<ul style="list-style-type: none"> <li>To publicise food hygiene myths during Food Safety Week</li> </ul>	
	<ul style="list-style-type: none"> <li>To continue to participate in the FSAs FHRS</li> </ul>	
	<ul style="list-style-type: none"> <li>To issue Press Releases</li> </ul>	
	<b>OBJECTIVES</b>	<b>PERFORMANCE MEASURES</b>
<b>3.10</b>	<b>Health and Safety in Food Premises</b>	
	Food team officers carry out health and safety hazard spotting while visiting food premises. Significant offences will be reported to the Public Protection Health and Safety team for action.	
	<ul style="list-style-type: none"> <li>To carry out up to health and safety "hazard spotting" in food premises where significant offences are noted.</li> <li>To liaise with the Health and Safety Team where formal action in food premises is required..</li> </ul>	<ul style="list-style-type: none"> <li>Number of health and safety "hazard spotting" inspections carried out was 34.</li> </ul>
<b>4.0</b>	<b>RESOURCES</b>	
<b>4.1</b>	<b>Financial Allocation</b>	
	<ul style="list-style-type: none"> <li>The overall cost of the food service for 2014/15 was £301,606 (salaries inc national insurance and pension)</li> <li>The budget set aside for 2015/16 is ££214.506</li> <li>The budget set aside for food sampling &amp; analysis is £6,000</li> </ul>	
<b>4.2</b>	<b>Staffing Allocation</b>	
	<ul style="list-style-type: none"> <li>See Table 1</li> </ul>	
<b>4.3</b>	<b>Staff Development</b>	
	<ul style="list-style-type: none"> <li>Staff training and development needs are met via a mixture on in-house and external training.</li> <li>PADs reviews are carried out by the team manager</li> </ul>	All staff have carried out sufficient training to meet the CPD requirements of the Code.

<b>5.0</b>	<b>Quality Assessment</b>	
5.1	<ul style="list-style-type: none"> <li>To carry out internal monitoring to verify conformance with legal obligations, the Code and internal procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Internal monitoring.</li> </ul>
	<ul style="list-style-type: none"> <li>To track the outcomes of zero rated inspections, with the aim of improving their star ratings.</li> </ul>	<ul style="list-style-type: none"> <li>Internal monitoring.</li> </ul>
	<ul style="list-style-type: none"> <li>To participate in Inter authority auditing as required.</li> </ul>	<ul style="list-style-type: none"> <li>The team underwent a FSA sponsored IAA in October 2015.</li> </ul>
<b>6.0</b>	<b>Review</b>	
6.1	<ul style="list-style-type: none"> <li>The Service Plan will be reviewed at 6 monthly intervals and progress reported to the Head of Food, Safety and Licensing along with service developments.</li> </ul>	<ul style="list-style-type: none"> <li>Internal Monitoring</li> </ul>