



## OVERVIEW AND SCRUTINY COMMITTEE

Monday 4<sup>th</sup> October 2021

### ACTION POINTS ARISING FROM PREVIOUS MEETINGS

1. **Meeting date:** Monday 6<sup>th</sup> September 2021

**Agenda Item:** 10. Financial Monitoring – Quarter 1 Report 2021/22

**Request:** For the Overview and Scrutiny Committee to receive clarification on the timeframe for the agreed rent-free period for the new Primark Store due to take up tenancy in the old BHS unit.

**Update:** This information will be circulated to Members via email in due course in line with commercial confidentiality requirements.

2. **Meeting date:** Monday 6<sup>th</sup> September 2021

**Agenda Item:** 11. Performance Monitoring – Quarter 1 Report 2021/22

**Request:** For the Overview and Scrutiny Committee to receive answers to the following questions regarding the alert status of broadly compliant food premises in Gloucester.

**Update:**

*Q1: In a previous meeting on 7th June, the Overview and Scrutiny Committee were advised that the sample was targeted towards premises deemed as higher risk rather than food premises where there were no previous concerns. Is this still the explanation behind the current value for 2021/22?*

*Answer: Yes, the challenges are the same combined with the FSA requiring all newly registered food businesses (we've had a surge of 131) post lockdown to be inspected by September 30 2021. The FSA recovery plan lays out what they expect LAs to target resources on and yes, it is based on risk rather than those businesses which are consistently compliant.*

*Q2: Could the current value of 77% of food premises being broadly compliant be explained by officers carrying out more frequent checks and visits, or are more resources needed in this area?*

Answer: The broadly compliant figure includes unrated new businesses of which we have a large number, and this does affect the overall broadly compliant figure. For those businesses which have been inspected (taking out any backlog as these are classified as non-compliant) compliance figure is still around 97/98%. The figure is not affected by more frequent inspections. We are working to the FSA recovery plan to cover all official controls. We are working to upskill Officers to deliver this work and respond to the demand- there are very strict rules around who can do what and where. The whole industry is facing a shortage of competent officers and are finding they are reliant on contractors.

*Q3: Where it is found that a premises' 5-star rating needs to be removed, is the sticker subsequently updated to reflect this?*

Answer: It is an offence to display an incorrect rating. Officers ensure that the appropriate rating is sent to the premises for display. Where a business on inspection has a lower food hygiene rating to previous, the inspector may remove the existing sticker, and after any inspection they will always issue a new sticker with the current rating. The incorrect display of a sticker is a trading standards issue (as this is misrepresentation) and we work closely with colleagues at Trading Standards where this is an issue. The sticker remains the property of Gloucester City Council and we can and do remove stickers which are out of date or incorrect. There is currently no requirement to mandatory display any sticker as there is in Wales.

### **3. Meeting Date:** Monday 6<sup>th</sup> September

**Agenda Item:** 11. Performance Monitoring – Quarter 1 2021/22

**Request:** For the Overview and Scrutiny Committee to receive an update on plans for recruitment from the Customer Services Team.

**Update:** Although the staffing resource for the Customer Services Team had been planned, a number of unplanned opportunities arose for Officers which meant we were unable to take any action until decisions or processes had been completed. For example, a long-term member of the Team was successful in being appointed to a role within the Parks and Open Spaces Team and another decided to take early retirement that we were unable to foresee. Another key issue was the secondment of Customer Services Officers to the Transformation Team, the future of which and resource requirement was still being decided, so no firm decision could be made about external recruitment until that decision had been finalised. Once we knew what roles were vacant, we carried out a swift and successful recruitment process and delivered a thorough training and induction programme to the new recruits to ensure they were onboarded as effectively as possible.

