

**NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**

**CABINET – 11 JUNE 2013**

Title of report	<b>ENVIRONMENTAL HEALTH - FOOD SAFETY SERVICE DELIVERY PLAN 2013/14</b>
Key Decision	<p>a) Financial Yes</p> <p>b) Community Yes</p>
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Purpose of report	<p>To inform Members of the content of the Food Safety Service Delivery Plan 2013/14 as required by the Food Standards Agency</p> <p>To inform Members of the performance against the 2012/13 service delivery plan</p>
Reason for Decision	<p>To approve the content of the Food Safety Service Delivery Plan 2013/14 as required by the Food Standards Agency.</p>
Council Priorities	<p>These are taken from the Council Delivery Plan 2012/13:</p> <p>Business &amp; Jobs</p> <p>Safer &amp; Healthier District</p>
<p>Implications:</p> <p>Financial/Staff</p> <p>Link to relevant CAT</p> <p>Risk Management</p>	<p>The financial and staffing resources required are detailed in the Service Plan and are included in the approved budget for 2013/14</p> <p>Business CAT</p> <p>If the authority fails to discharge its duty imposed by the Food Safety Act 1990 the enforcement functions may be transferred to another authority. Adverse publicity, both locally and nationally may be received.</p>

Equalities Impact Assessment	Equality Impact Assessment already undertaken, issues identified actioned;
Human Rights	None
Transformational Government	This relates to the new ways in which council's are being asked to deliver their services.
Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	Food Standards Agency Health Protection Agency Regular feedback about the service is received from our stakeholders through customer satisfaction surveys. The plan has been developed through this feedback
Background papers	Food Standards Agency – Framework Agreement on Local Authority Food Law Enforcement <a href="http://www.food.gov.uk/multimedia/pdfs/codeofpracticeeng.pdf">http://www.food.gov.uk/multimedia/pdfs/codeofpracticeeng.pdf</a>  Food Standards Agency – Food Law Code of Practice (England) <a href="http://www.food.gov.uk/multimedia/pdfs/codeofpracticeeng.pdf">http://www.food.gov.uk/multimedia/pdfs/codeofpracticeeng.pdf</a>
Recommendations	<b>THAT THE ENVIRONMENTAL HEALTH FOOD SAFETY SERVICE DELIVERY PLAN 2013/14 APPENDED TO THIS REPORT BE APPROVED</b>  <b>THAT THE PERFORMANCE AND ACHIEVEMENTS IN 2012/13 BE NOTED</b>

## 1.0 INTRODUCTION

- 1.1 The Food Safety function is delivered by the Environmental Health team. When providing the Food Safety function, the Council must have regard to the 'Framework Agreement on Local Authority Food Law Enforcement' which sets out the standards agreed with the Food Standards Agency.
- 1.2 The Framework Agreement requires each food safety service to document and implement a Food Safety Service Delivery Plan in accordance with a specified standard. In addition a documented performance review of the plan is required to be carried out at least once a

year. The Service Plan, together with the performance review has to be submitted for Member approval to ensure local transparency and accountability.

- 1.3 The Environmental Health Food Safety Service Delivery Plan 2013/14 is attached at Appendix 1 which details the Food Safety service for 2013/14.

## **2.0 LINKS TO COUNCIL PRIORITIES AND OUTCOMES**

- 2.1 The work of the food safety service links to two of the Council priorities, Business & Jobs and Safer and Healthier District.

- Business & Jobs: The work of the service enables businesses to be more efficient through the provision of regulatory support.
- Safer & Healthier District: The work of the service helps ensure our residents and visitors have safe and healthy places to work, eat and enjoy.

## **3.0 MAIN FOCUS OF THE 2013/14 PLAN**

The main focus of work will be in the following areas:

- An Earned Recognition Pilot for mobile food vendors that attend various events, markets and fairs across the Leicester and Leicestershire Enterprise Partnership (LLEP) area. Events in North West Leicestershire will include the Fake Festival Ashby, the Download Festival Castle Donington and the Strawberry Fields Festival Heather. Those mobile food vendors that are broadly compliant with hygiene law and have a Food Hygiene Risk Rating score of 3 or above will not receive any intervention unless the registering authority requests that an intervention is made. This will reduce the regulatory burden on compliant businesses, a key objective of the Government. (Paragraph 4.1.3 of Service Plan);
- A planned programme of frequent food safety interventions targeting 30 non-compliant food establishments (Paragraph 4.1.2 of Service Plan);
- A planned programme of food safety interventions in accordance with the Food Standards Agency Code of Practice. (Paragraph 4.1.1 of Service Plan);
- Investigation of food and food premises complaints (paragraph 4.2), and all outbreaks and incidents of food related illnesses (Paragraph 4.6);
- To promote the National Food Hygiene Rating Scheme for food establishments within the district, following its introduction in February 2011 (Paragraph 4.10);
- To present the Food Hygiene Award 2013 to those food businesses achieving excellence in food hygiene standards. (Paragraph 4.11 of Service Plan);
- The provision of information and advice on food safety to businesses and customers (Paragraph 4.4);
- A coordinated food, water and environmental sampling programme (Paragraph 4.5);

- To manage and operate the Border Inspection Post at East Midlands Airport (Paragraph 4.8). All products of animal origin arriving at East Midlands Airport from a country outside of the European Union will be inspected.

#### **4.0 PERFORMANCE INDICATORS AND TARGETS**

- 4.1 The food industry is regulated by a range of legislation that aims to keep our food safe. Our work with food businesses is focussed on helping them comply with food safety legislation and offering support and advice. This is seen as a critical area of our work by central government and the compliance levels of food establishments in our area are monitored and used as a measure of how our work impacts on business safety.
- 4.2 The target is to increase the percentage of food establishments broadly compliant with food hygiene law from 92% to 93%.
- 4.3 The target is for 23 of the 30 food establishments included within the 'High Risk Intervention' Programme to reach broadly compliant status.
- 4.4 The target is to respond to 93% of service requests in line with service standards.

#### **5.0 SUCCESSES AND ACHIEVEMENTS IN 2012/13**

Key successes in 2012/13 included:

- 100% of high risk food establishment inspections achieved
- 100% (24 of 24) high risk establishments selected to receive an enhanced level of intervention saw their hygiene standards improve significantly
- The percentage of establishments broadly compliant with hygiene law increased from 90% to 92%
- 104 Infectious disease notifications were received from GP's of which 70 cases were of Campylobacter. In addition 31 suspected food poisoning cases were reported directly from members of the public. . ,

- 5.1 A planned programme of interventions – 100% high risk inspections achieved

Resources were targeted at the most high risk establishments with 100% of high risk and 97% of medium risk interventions being achieved.

- 5.2 High Risk Enhanced Intervention Project – 100% success rate

A programme of frequent visits was made to 30 food establishments all of which were failing to comply with food hygiene law and were considered to be high risk. Frequent visits were made to each of the establishments. 6 of the 30 establishments ceased trading throughout the year. On 31<sup>st</sup> March 2013, 24 (100%) were deemed to be broadly compliant with food hygiene law.

The intervention approach used (frequent verification visits followed by programmed full or partial inspections) proved to be extremely effective in moving a food establishment from non compliant to broadly compliant and in maintaining compliance. A similar project will be

implemented during 2013/14 focussing on a further set of 30 non compliant establishments.

### 5.3 Business Compliance – Significant improvement

As a result of the work undertaken by the Service, the percentage of establishments broadly compliant with hygiene law increased from 90% to 92%

All relevant food establishments are rated using the National Food Hygiene Rating Scheme. The number of establishments achieving a rating of 3 (Generally satisfactory) or higher (Good, Very Good) increased from 770 to 811 during 2012/13.



**FOOD SAFETY**  
**ENVIRONMENTAL HEALTH**  
**SERVICE DELIVERY PLAN 2013-14**



As Required By the Food Standards Agency

# **FOOD SAFETY SERVICE DELIVERY PLAN 2013-2014**

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## **FOOD SAFETY SERVICE DELIVERY PLAN 2013-2014**

### **1. INTRODUCTION**

This service plan has been produced in accordance with the Framework Agreement on Local Authority Official Feed and Food Controls.

This plan provides the basis on which the authority will be monitored and audited by the Food Standards Agency.

This plan should be read in conjunction with the Environmental Health Team Plan 2013/14.

### **2. AIM AND OBJECTIVES OF SERVICE**

#### **2.1 Aim**

To protect public health in North West Leicestershire and ensure that the food imported, prepared, stored, sold and consumed in the district is safe to eat, through enforcement and education.

#### **2.2 Objectives**

- To undertake quality programmed interventions of food establishments in line with their risk rating and intervention policy.
- To undertake an alternative enforcement strategy in low risk premises.
- To investigate all reports of food poisoning in line with service standards and take appropriate action.
- To investigate all service requests in line with service standards and inform complainants of outcomes and the reason for the outcomes.
- To undertake a programme of food sampling to demonstrate the importance of good hygiene and to check food safety systems are working.
- To maintain an accurate database.
- To undertake a programme of education aimed at the public and businesses.
- To undertake surveillance, inspection and sampling of imported foods.

#### **2.3 Strategic Aims**

The work of the food safety team makes an important contribution to the Council's priorities 'Business and Jobs' and 'Safer and Healthier Communities'.

#### **2.4 Performance Indicators**

Indicator	Actual End 12/13	Annual Target 13/14
% of Food Establishments in the area which are broadly compliant with food hygiene law	92%	93%
% of service requests responded to within service standards	93%	93%
Number of non-compliant food establishments included within scope of project achieving 'compliant' status at end of year	24 of 24	23 of 30

## 2.5 **Service Standards**

All service users can expect and will receive an efficient and professional response.

Officers will identify themselves by name in all dealings with service users.

Officers will carry identification cards and authorisations at all time.

Service users will be informed of the name and telephone number of the officer who is responsible for their need.

All service requests will be responded to; however, anonymous requests may not be dealt with.

The following initial response times to service requests can be expected by service users:-

### **Immediate**

Vermin in food premises.

Food poisoning outbreak.

Case of suspected food poisoning.

Mouldy food complaint.

Situations likely to result in an imminent risk to health.

### **Within 24 hours**

Collection of a food complaint.

Inspection of imported food at East Midlands Airport

### **Within 3 days**

Food Hygiene Rating Scheme – appeal application

Food Hygiene Rating Scheme – Re-score visit application

Food Hygiene Rating Scheme – Right to Reply request

All other food hygiene related complaints.

### **Within 5 days**

Confirmed cases of all other food related illness or communicable disease.

Following a food hygiene intervention food business operators will receive a letter within 14 days. The letter will contain details of how to make representations to the Environmental Health Team Leader or Environmental Health Team Manager.

All enforcement action will be taken in accordance with the Council's Enforcement Policy.

### **3. BACKGROUND**

#### **3.1 Profile of the Authority**

North West Leicestershire District Council services an estimated population of 90,300 covering an area of 27,933 hectares. It is a predominately rural district with 2 main urban areas, Coalville and Ashby de la Zouch.

#### **3.2 Organisational Structure**

##### **3.2.1 Democratic Structure**

The Council is composed of 38 Councillors elected every four years. All Councillors meet together as the full Council. Meetings of the Council are normally open to the public. Councillors decide the Council's overall policies and set the budget each year. The Council will appoint a Leader, a Policy Development Group, regulatory bodies, an Audit and Governance Committee and other statutory, advisory and consultative bodies.

The Cabinet is responsible for most day-to-day decisions and comprises the Leader and his appointed Portfolio Holders. The Cabinet has to make decisions which are in line with the Council's overall policies and budget.

The Policy Development Group may make recommendations which advise the Cabinet and the Council on its policies, budget and service delivery as well as monitoring the decisions of the Cabinet.

##### **3.2.2 Food Safety Team Structure**

The Food Safety Team sits within the Environmental Health Team which forms part of the Legal and Support Services. The team is managed by the Environmental Health Team Manager. In addition the following staff contribute to the food safety service:

Environmental Health Team Leader  
3 Environmental Health Officers  
1 Environmental Health Technician  
1 Environmental Health Technical Assistant (full time)  
1 Environmental Health Technical Assistant (part time).

The Environmental Health Team structure chart is attached at Appendix 2

In addition there is 1 Technical Administrator and 1 Senior Technical Administrator who assist with the administration work of the Food Safety Team.

The team submits any samples for microbiological analysis to the Good Hope Hospital, Birmingham and all other samples for analysis to the County Public Analyst.

Eville & Jones Ltd provide the Official Veterinary Surgeon at the border inspection post at East Midlands Airport. The Lead Official Veterinary Surgeon is Rafael Pedregosa.

### 3.3 Description and Scope of Service

Proactive	Reactive
Programmed interventions Food sampling Water sampling Home/Primary Authority Principle Imported food surveillance and sampling Food Hygiene training	Food hygiene complaints Food complaints Food poisoning investigations/outbreaks Food alerts Advice / Coaching New Business enquiries / Business Support Inspections of products of animal origin at the border inspection post.

### 3.4 Demands on the Service

The food safety service is based at the Council Offices situated in Coalville. The hours of opening are 8.45 – 5.00 Monday, Tuesday, Wednesday, Friday and 9.30am – 5.00 Thursday. Officers from the Food Team work outside normal office hours as the need arises.

The border inspection post situated at East Midlands Airport is manned on a reactive basis, as and when the service is required.

#### 3.4.1 There are 895 food establishments known to the team in the district. These comprise of:

- 39 Manufacturers
- 630 Caterers
- 208 Retailers
- 18 Distribution and Warehousing

Of these there are 2 meat products and 4 dairy products manufacturers which have been approved as required by EC Regulation 853/2004.

The service has a formal home authority agreement with Cotts Beverages Ltd.

#### 3.4.2 East Midlands Airport is within the district. The border inspection post at East Midlands Airport (EMA) is managed by the Environmental Health Team. The officers of the Food Safety Team are responsible for inspecting all fishery products from a third country entering the UK via the border inspection post at EMA. The Official Veterinary Surgeon (OVS) inspects all other products of animal origin entering the UK via the border inspection post.

Officers also have responsibility for inspecting other imported foods not of animal origin which enter the UK at EMA from a third country.

#### 3.4.3 All food establishments are categorised according to their intervention frequency in accordance with the Statutory Food Law Code of Practice.

At 1 April 2013 the profile of premises within the district was:

<b>Category</b>	<b>Number</b>	<b>Intervention Frequency</b>
A (high risk)	7	At least every 6 months
B (high risk)	48	At least every 12 months
C (med risk)	360	At least every 18 months
D (med risk)	92	At least every 2 years
E (low risk)	345	A programme of alternative enforcement strategies at least every 3 years
Unrated	43	

**Note:** Category E premises must be subject to an alternative enforcement strategy or intervention, at least once during any three year period.

The number of businesses owned by ethnic minorities whose first language is not English has no significant impact on the service.

### 3.5 **Enforcement Policy**

The Regulators Compliance Code came into force on 6<sup>th</sup> April 2008. Officers within the Food Team take into account the principles of good enforcement set out in the Code. The documented food control enforcement policy has been devised taking into account the content of the Regulators Compliance Code.

A Directorate enforcement policy has been produced and approved by Members.

## 4. **SERVICE DELIVERY 2013/2014**

### 4.1 **Food Establishment Interventions**

#### 4.1.1 **Programmed Interventions**

Council Policy: "that all food establishment interventions will be carried out in accordance with the Statutory Food Law Code of Practice and internal procedure: PN1.0 Food Interventions. Interventions will take place unannounced wherever possible."

The complete intervention programme for 2013/2014 is as follows:

Risk Category	Total Programmed 2013/2014	Carried forward from 2012/13 programme	Total
A	7	0	7
B	48	0	48
C	217	4	221
D	47	7	54
E	104	19	123
Unrated	43		43
<b>Total</b>	<b>466</b>	<b>30</b>	<b>496</b>

Priority will be given to establishments within risk category A, B, unrated and non broadly compliant\* C and D. Where resources permit the remainder of the programme will be completed.

It is estimated that 30% of establishments will receive one or more revisits.

In addition to the above programme, all new food establishments will receive an initial inspection.

\*NOTE: A 'broadly complaint' establishment is one that has an intervention rating score of not more than 10 points under each of the following parts of Annex 5, Part 2: level of (Current) Compliance, hygiene and level of (Current) Compliance – Structure and Part 3: Confidence in Management.

#### Intervention Policy

Category	Planned Intervention
A (non compliant)	Full/Partial inspection/audit
B (non compliant)	Full/Partial inspection/audit
C (non compliant)	Full/Partial inspection/audit
D (non compliant)	Full/Partial inspection/audit
	monitoring / verification / official sampling
	or
	education/advice/ coaching
A (compliant)	Full/Partial inspection/audit
B (compliant)	Full/Partial inspection/audit
C (compliant)	Full/Partial inspection/audit
	Or
	Monitoring / verification / official sampling
D (compliant)	Full/Partial inspection/audit
	monitoring / verification / official sampling
	or
	education/advice/ coaching
E (compliant)	Self assessment questionnaire
Unrated	Full/Partial inspection/audit

#### **4.1.2 High Risk Intervention Programme**

30 non compliant food establishments rated as either 0, 1 or 2 under the Food Hygiene Rating Scheme will be selected. Each establishment will receive frequent interventions which may include full and partial inspections, coaching sessions, seminar food safety management, mentoring from a compliant business and verification visits. Interventions will continue until such time that the Inspector considers the food establishment to be 'broadly compliant' with food hygiene law. At this point interventions will cease. Each establishment will then receive a full or partial inspection to determine if they have maintained their broadly compliant standard.

The success of the project will be evaluated by the number of establishments that are broadly compliant with food hygiene law on 31<sup>st</sup> March 2014.

#### **4.1.3 Better Business for All - Earned Recognition Scheme**

The service will follow an earned recognition scheme when targeting resource to food hygiene controls at the Download Music Festival 2013. Those mobile food vendors that are broadly compliant and have a Food Hygiene Risk Rating score of 3 or above will not receive an intervention unless the registering authority requests that an intervention is made. The objective of this approach is to reduce unnecessary regulatory burden on compliant businesses.

#### **4.1.4 Inspection of aircraft**

The Food Hygiene (England) Regulations 2006 includes aircraft in the definition of premises. The Food Law Code of Practice states that primary consideration should be given to the origin of the food on board, including water and other drinks, and the transport to, and loading of, the aircraft. There is currently 1 in-flight caterer sited within the District who is subject to inspection.

An audit of the sampling programme for the water on board aircraft will be undertaken.

#### **4.1.5 Specialised Processes**

The manufacture of meat and dairy products (including on-farm pasteurisation), in-flight catering, the inspection of third country imports of products of animal origin, the production of carbonated drinks and the production of crisps and snacks are all specialist areas of work undertaken within North West Leicestershire District. The current post holders within the Food Safety Team hold adequate expertise within these specialist areas of work. When devising the departmental training needs, maintaining adequate knowledge in these areas of work is a priority.

Donington Park is situated within North West Leicestershire. A number of international sporting and musical events are held at the Park. Officer time will be spent assisting with the planning of large events such as the Download music festival, British Superbikes and World Superbikes motor racing events. This work will include the partial inspection of a proportion of food establishments trading at these events. Where water provision is installed at temporary campsites, sampling of the water will be undertaken.

A street trading consent scheme operates within North West Leicestershire District. All mobile food establishments and static units trading within one of the consent areas require a 'consent' under the scheme.

## 4.2 Food Complaints

Council Policy: **“that all food complaints received are investigated in accordance with the Statutory Food Law Code of Practice and internal procedure note PN7.0: Food Complaints.”**

Based on previous years figures it is estimated that the team will receive in the range of 20 food complaints.

### 4.2.1 Food Hygiene Service Requests

Council Policy: **“that the Food Safety Team undertake unprogrammed visits as a result of a complaint about the standards of hygiene at a food establishment, a new establishment opening, new management taking over or due to a request by another agency”** e.g. OFSTED.

This will include most service requests received by the food team regarding standards of hygiene e.g. including complaints about:-

- cleanliness in premises
- drainage defects
- pest problems
- service requests for inspections by other statutory bodies, e.g. Ofsted, Animal Health
- service requests for guidance from new owners of food establishments

These interventions do not form part of the programmed interventions.

Based on previous years figures it is estimated that the number of service requests received relating to standards of hygiene will be in the range of 70 and 90.

## 4.3 Primary Authority Principle and Home Authority Principle

Council Policy: **“to have regard to the Home Authority and Primary Authority Principles and internal procedure note PN7.1: Home/Originating Authority Complaints”**. The team acts as Home Authority for one manufacturer.

Council Policy: **“to have regard to the information provided on the LBRO website before undertaking an intervention at an establishment with a Primary Authority.”**

The Council do not currently act as Primary Authority for any establishments.

Based on previous years figures it is estimated that the team will receive in the range of 5 - 10 home/originating authority complaints from other local authorities.

## 4.4 Support and Advice to Business

Council Policy: **“to provide advice to both established and new food establishments”**.



The Leicester and Leicestershire Better Business For All Partnership was established in 2011. The overriding objective of the Partnership is to improve engagement with local businesses and provide them with advice and guidance to assist in reducing the burden of regulation on business.

In 2013/14 the following food safety support is available to businesses:

Coaching - If requested by a Food Business Operator a free one to one coaching session will be undertaken to assist them in complying with the law.

Non Compliant Food Establishment Project – verification visits will be made to support businesses to become compliant. It is hoped that by increasing the level of support and advice to businesses, the number of businesses ‘broadly compliant’ with food hygiene legislation will increase.

Any business requesting advice and guidance in other areas of regulation will be signposted to the Better Business For All advice line or website.

#### 4.5 **Sampling Programme**

##### 4.5.1 **Food Sampling**

Council Policy: **“to take part in the Leicestershire Food Sampling Programme.”**  
The food items which form part of this programme are selected by the Leicestershire Food Best Practice Group based on known or potential problem areas. All samples are taken in accordance with the Statutory Food Law Code of Practice. The programme is detailed as Appendix A.

In addition to the sampling programme food samples may be submitted for examination as part of a programmed intervention, complaint, infectious disease investigation or imported food surveillance.

Sampling will form an important part of the intervention programme during 2013/14. Using sampling as an Official Control intervention is highlighted in the Statutory Food Law Code of Practice. Some samples may be sent to the Public Analyst for analysis. The authority is charged for this service.

The number of samples that can be submitted for examination free of charge is allocated by the Public Health Laboratory Service (PHLS).

##### 4.5.2 **Water Sampling (Commercial Premises & Aircraft)**

Council Policy: **“that routine sampling of mains water is not undertaken.”**

However, sampling of mains water may take place as a result of a complaint.

Council Policy: “to audit the sampling and monitoring programme in place to ensure the quality of water on-board aircraft at East Midlands Airport.

##### 4.5.3 **Private Water Supplies**

The district has the following private water supplies and distribution systems in its area:

	Large	Small	Single domestic
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Private Water Supplies	2	4	10
Distribution Systems	5		

The Authority has a statutory duty to risk assess private water supplies within its District and then conduct a sampling program based upon the risk assessment.

#### Sampling Programme 2013/14

2 large supplies will be sampled twice during the year

4 Small supplies will be sampled once during the year

Single domestic supplies will not routinely be sampled but sampling can be carried out on request

Private Distribution Systems will be sampled based on the outcome of the risk assessment

#### 4.6 Infectious Disease Control

Council Policy: **“to investigate all food borne diseases.”**

The team receives notifications from the Health Protection Agency relating to residents/visitors within the district suffering from a notifiable infectious disease. The team may also receive informal notifications of suspected food poisoning from members of the public. Non food related infectious diseases are investigated based on advice from the Consultant for Communicable Disease Control (CCDC).

Based on previous year’s figures it is estimated that the team will receive in the range of 110-120 formal or informal notifications of food related infectious diseases.

#### 4.7 National Food Safety Incidents

Council Policy: **“to deal with food alerts in accordance with the Statutory Food Law Code of Practice.**

The Food Standards Agency issues a ‘Product Withdrawal Information Notice’ or a ‘Product Recall Information Notice’ to let local authorities and consumers know about problems associated with food. In some cases, a ‘Food Alert for Action’ is issued. This provides local authorities with details of specific action to be taken.

The team receives food alerts via EHC net messaging system and the FSA Enforcement mailbox. Food Alerts: Alerts ‘For Action’ are referred for the urgent attention of the Environmental Health Team Manager or Environmental Health Team Leader.

Based on previous year’s figures the section is likely to receive less than 10 alerts for action.

#### 4.8 Port Health

##### 4.8.1 Border Inspection Post (BIP)

The service manages and operates the border inspection post at East Midlands Airport (EMA). The BIP is subject to audits by Animal Health, an Agency of DEFRA. These currently take place quarterly.

#### 4.8.2 **Inspection of Products of Animal Origin**

All products of animal origin arriving at EMA from a country outside the EU have to be inspected at the border inspection post. Officers from the Food Safety Team have responsibility for inspecting all fishery products and an Official Veterinary Surgeon (OVS) has been appointed by the authority to inspect all other products of animal origin.

#### 4.8.3 **Catch certificates (Fish and Fishery Products)**

On 1<sup>st</sup> January 2010 an EU regulation came into force to combat illegal, unreported and unregulated fisheries. The regulation requires a catch certificate for all imports and landings of fish and fish products into the EU by third countries. The service issue catch certificates for fish and fishery products entering the EU via East Midlands Airport.

#### 4.8.4 **Imported Foods not of Animal Origin**

All other foods not of animal origin being imported through East Midlands Airport from outside the EU can be subjected to inspection.

##### **Surveillance**

A risk based programme of surveillance will be carried out in 2013/14. This will involve officers carrying out monitoring of flight manifests. Sampling of high risk foods found on manifests may be undertaken.

Due to the flight schedule the monitoring of 'live' manifests has to be undertaken outside normal office hours. The majority of manifests checked will not be 'live'. They will be viewed after the freight has left the airport. The checking of such manifests provides a useful auditing tool.

Imported food found elsewhere in the district will be considered as part of an intervention.

#### 4.8.5 **Management of Port Health**

In 2008 a multi-agency East Midlands Airport Port Health Group was established. Membership of this group includes the Public Health England, North West Leicestershire DC, Leicestershire and Rutland Primary Care Trust, East Midlands Airport, UK Border Agency and Animal Health.

Council Policy: **“To contribute to the delivery of the multi-agency Port Health Group at East Midlands Airport.”**

A representative from Environmental Health will attend meetings of this group.

#### 4.9 **Other non-official control interventions**

Council Policy: **“to raise the awareness of the public to the potential causes of food poisoning.”** Throughout the year articles will be published in the local press and on the Council web pages regarding food safety matters.

Food Poisoning in the Home

Food Safety Week will take place between June 10 to 15 and the theme for 2013 will be Food safety risks in the home, based on food hygiene – rate your home, questioning the safety of food prepared in the home. This will address consumers core behaviour and will aim to complement the Agency's work and preparation 'away from the home'.

This annual event, held to promote the importance of good food hygiene in the home, will focus on how people can ensure that they keep their food safe when trying to save money.

#### Effective hand washing

To raise the awareness of the importance of hand washing in preventing the spread of disease the hand washing machine with ultra violet light will be offered to schools and child nurseries around the district and well being clinics.

#### **4.10 Food Hygiene Rating Scheme**

North West Leicestershire District Council operates the national Food Hygiene Rating Scheme (FHRS). The FHRS was launched in February 2011. The scheme provides the consumer with information regarding the hygiene standards identified in food establishments at the time of the last intervention.

The data is managed by the Environmental Health Team Leader on an ongoing basis and a data upload carried out a minimum of every 13 days.

The profile of the scheme will be maintained through the issue of press releases with compliance standards at businesses being recognised by issuing certificates.

#### **4.11 Food Hygiene Award 2013**

North West Leicestershire District Council operates an annual Food Hygiene Award. The Award was launched in 2012. The Award informs the consumer of those food establishments that have achieved 'excellence' in food hygiene standards. The criteria for achieving the award is based on scores awarded under the Food Hygiene Rating Scheme. Each food establishment achieving a hygiene rating of 5 with high 'Confidence in Management' will receive a Food Award.

#### **4.12 Licensing/Consents**

The team is consulted prior to the issue of premises licences (new and variations) under the Licensing Act 2003. All take-away premises and food mobiles trading between 11.00 p.m. and 5.00 a.m. require licensing under the Act. The Safety Team will deal with any new applications and variations received and make representations on both public safety and public nuisance issues.

Officer time will be spent assisting with the planning of large events such as the Download Music Festival and the Strawberry Fields Festival.

The team is consulted prior to the issue of a consent under the Street Trading Scheme. All mobile food establishments and static units trading within one of the consent areas require a 'consent' under the scheme.

#### **4.13 Liaison with Other Organisations and Internal Communication**

A member of the Environmental Health Service is represented on the following groups:

**External/Multi-agency Groups:**

- Leicestershire and Rutland CIEH Food Best Practice Group
- Association of Port Health Authorities Liaison Groups (Border Inspection Post, Airports, Environmental Health & Hygiene) – Receive Minutes only
- East Midlands Airport multi-agency Port Health Group
- Leicestershire CIEH Environmental Health Managers Group
- Health Protection Agency Liaison Group
- Idox Uniform User Group
- Download Event Planning meetings
- Donington Park Event Planning meetings
- Strawberry Fields Event Planning meetings
- LBRO Regulatory Services Reference Panel
- Regulatory Services Partnership
- Better Business For All Partnership – Task & Finish Groups

**Internal Groups:**

- Safety Team Meeting (monthly)
- Monthly 121's/Performance meetings
- NWLDC Idox user group
- Business CAT

## **5. RESOURCES**

### **5.1 Financial Allocation**

The budget for the provision of the food safety service is £203,652. The general expenses incurred by the service such as training, salaries and administrative costs are budgeted for as part of the budget for Environmental Health.

### **5.2 Staffing Allocation**

It is the Council's policy to authorise officers appropriately in accordance with their qualifications and experience having regard to the Statutory Food Law Code of Practice. All officers have been authorised in accordance with the internal procedure PN 5.0: Authorisation of Officers.

The nominated lead officer for food safety is the Environmental Health Team Leader.

#### **5.2.1 The details of the staffing levels in the section are as follows:**

Environmental Health Team Manager – The post holder is an Environmental Health Officer with responsibility for the food hygiene, health and safety, Port Health, Pest Control, Animal Welfare and licensing functions of the Council. The post holder is fully authorised under the Food Hygiene (England) Regulations 2006. Food related work = 0.7 FTE (Non operational)

Environmental Health Team Leader – The post holder supervises the operational work of the Team, and undertakes food safety work. The post holder is lead officer for food safety and is fully authorised under the Food Hygiene (England) Regulations 2006. Food related work = 0.7 FTE

Environmental Health Officer – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. The post holder is fully authorised under the Food Hygiene (England) Regulations 2006 and is authorised to undertake inspections at the border inspection post. Food related work = 0.6 FTE

Environmental Health Officer – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. The post holder is lead officer for imported food, is fully authorised under the Food Hygiene (England) Regulations 2006 and authorised to undertake inspections at the border inspection post. Food related work = 0.8 FTE

Environmental Health Officer – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. Other than the service of Hygiene Emergency Prohibition notices, Detention and seizure of food notices the post holder is fully authorised under the Food Hygiene (England) Regulations 2006 and is authorised to undertake inspections at the border inspection post. Food related work = 0.8 FTE

Environmental Health Technician – The postholder undertakes food safety work and also carries out limited duties under the Health and Safety at Work etc. Act 1974. The postholders food safety enforcement powers are restricted by authorisation. Food related work = 0.9 FTE

Environmental Health Technical Assistant (Part time) - Post is currently vacant

Environmental Health Technical Assistant - The post holder is currently seconded to the Licensing team. The post remains vacant with inspections being undertaken by an Inspector employed on a consultancy basis. = 0.8FTE

There is 1 Technical Administrator and 1 Part time Senior Technical Administrator providing support to the food safety section. Food related work = 0.1 FTE and 0.1 FTE

### 5.3 **Staff Development/Training**

The Environmental Health Team has embraced the principles of the Best Employee Experience (B.E.E) Project. The individual Appraisal Policy is a key element of North West Leicestershire District Council's aim to support its employees by providing them with the development and learning required. Additional training requirements will be identified during the appraisal process and will form a training plan for the team. Officers from the team will be given training which will take into account any changes in legislation or guidance as and when required.

**NOTE:** Each Food Officer is required by the Statutory Food Law Code of Practice to do a minimum of 10 hours core training.

## 6. **QUALITY ASSESSMENT / INTERNAL MONITORING**

6.1 A performance management system is in place within the Environmental Health Team in order to assess the quality of the service provided and the performance against agreed standards and how this information is communicated.

The system will involve:

- The Environmental Health Team Manager (EHTM) and Environmental Health Team Leader will monitor the team performance against the SDP on a monthly basis.
- 1 Accompanied inspection and 1 Reality check will be carried out for each Authorised Officer each year by the Environmental Health Team Leader (EHTL).
- Additional detailed checks to assess the adequacy of the post inspection paperwork will be carried out by the EHTL on a monthly basis and the check will be on a minimum of two inspections each month.
- Every year the Environmental Health Team Manager will check 1 inspection carried out by the EHTL.
- All statutory notices will be checked by the EHTL or in their absence the EHTM before service.
- The EHTL will check the notice log on a monthly basis to ensure all outstanding notices have been checked off.
- Monitoring of service requests will be carried out by EHTL. A minimum of 2 service requests will be checked every month.
- The EHTM will receive all completed customer satisfaction forms and will reply to any questionnaires requesting a response. Any adverse comments will be reacted to appropriately.
- The EHTM will receive a review of the questionnaires each quarter.
- The EHTL will check the sampling log every quarter to ensure its completeness and accuracy and to ensure that appropriate follow up action has been taken.

When undertaking the above checks will be made to ensure the Code of Practice and internal procedures are being complied with.

Internal procedures have been and will continue to be developed in consultation with the Leicestershire Food Best Practice Group to ensure consistency across the County.

## **7. COMMUNICATION**

### **7.1 Communication within the Team**

- 7.1.1 Every month the EHTM meets with the Head of Legal and Support Services.
- 7.1.2 Every month the EHTM meets with the EHTL to discuss any issues and the previous month's performance. In addition on-going issues are discussed as and when they arise.
- 7.1.3 Each month the EHTL meets with the officers individually to discuss performance.
- 7.1.4 Each month officers are given a summary of their previous month's performance.

7.1.5 Each month there is a team meeting where specific issues are discussed with the Food Team.

## 8. REVIEW 2012/2013

### 8.1 Review against the Service Plan

The figures detailed below relate to data retrieved from the premises database on April 2<sup>nd</sup> 2013.

#### 8.1.1 Programmed Inspections

The number of premises and their risk ratings is changeable throughout the year. The number of inspections not carried out by the end of March 2013 is used to determine the percentage of those inspections completed.

97% of the planned inspection programme was achieved

100% of high risk interventions were achieved (Category A and B)

97% of medium risk interventions were achieved (Category C and D)

81% of low risk interventions were achieved (Category E)

Risk Category	Total Due 2012/13	Carried forward from 2011/12	Total No. of Due Interventions	Remaining at end of year	% of due interventions achieved
A	0	0	0	0	100
B	49	0	49	0	100
C	277	6	283	4	99
D	23	14	37	7	81
TOTAL	349	20	369	11	97%

#### Low risk food establishments – Risk Category E

Food establishments that are considered to be low risk to consumers are categorised as risk category E. Low risk establishments do not form a part of the inspection programme. However a programme of alternative enforcement strategies must be in place with each establishment receiving an intervention at least once during any three year period.

Each of the 59 establishments categorised as low risk were sent a self assessment questionnaire requiring them to assess their compliance with food hygiene law. 40 of the 59 establishments completed and returned their questionnaire.

#### 8.1.2 High Risk Intervention Programme

A programme of frequent visits were made to 30 food establishments all of which were failing to comply with food hygiene law and were considered to be high risk. Frequent visits were made to each of the establishments. 6 of the 30 establishments ceased trading throughout the year. On 31<sup>st</sup> March 2013, 24 (100%) were deemed to be broadly compliant with food hygiene law.



The enhanced advice and assistance provided to the non-compliant businesses has enabled them to become compliant and to sustain at least a satisfactory standard of hygiene, which helps the businesses and protects the public.

### 8.1.3 Food Hygiene Service Requests

	2010/11	2011/12	2012/13
Food Hygiene Service Requests	40	40	39
Regarding problems with pests and rubbish	10	6	3
Regarding drainage defects	0	2	1
Unprogrammed visits requested by another agency	17	6	12
Total	67	54	55

### 8.1.4 Food Complaints

	2010/11	2011/12	2012/13
Foreign bodies in food	16	17	5
Mouldy foods	3	1	3
Chemical issues	2	2	1
Labelling of food	2	3	1
Total	23	23	10

### 8.1.5 Home Authority Principle

	2010/11	2011/12	2012/13
Food Complaints – Home / Originating Authority	5	0	4

### 8.1.6 Advice to Businesses

The Safety Team and Customer Contact Centre gave advice over the telephone to customers. Detailed figures for this work are not recorded.

	2010/11	2011/12	2012/13
Advice Visits resulting in research/visit	59	60	70

### 8.1.7 Sampling

	2010/11	2011/12	2012/13
Food Samples - Total	50	32	26
Food Samples - % unsatisfactory (number)	10%	12.5% (4)	19% (5)
Environmental Samples - Total	66	24	48
Environmental Samples - % unsatisfactory (number)	32%	21% (5)	38% (18)
Private Water Supply Samples - Total	4	5	8
Private Water Supply Samples - % unsatisfactory	25% (1)	40% (2)	50% (4)
Private Water Distribution	-	-	29

System Samples - Total			
Private Water Distribution System - % unsatisfactory	-	-	38% (11)

### 8.1.8 Infectious Disease

	2010/11	2011/12	2012/13
Reported suspected food poisoning cases	5	7	31
Infectious Disease notifications	108	101	104
Most common disease and number	Campylobacter - 66	Campylobacter - 82	Campylobacter - 70

### 8.1.9 Responding to National Food Safety Incidents

If there is a problem with a food product that means it should not be sold, then it might be withdrawn (taken off the shelves) or 'recalled' (when customers are asked to return the product). If the problem presents a serious risk to public health the Food Standards Agency issues a 'Food Alert For Action' requiring all local authorities to take direct action. The Environmental Health – Food Safety Team responds to all alerts for action. The 8 alerts for direct action related to foods produced at unhygienic or illegal premises and microbiological or chemical contamination.

	2010/11	2011/12	2012/13
Product Withdrawal and Product Recall Information Notices	-	-	30
Food Alerts For Action	-	-	8
Food Alerts - Total	44	52	38

### 8.1.10 Border Inspection Post

Year	Enquiries received	Catch Certificates Issued	Total consignments	Fish (EHO)	Other products (OVS)	Total Rejected	% Rejected
2005/06	N/A	N/A	86	28	58	18	21
2006/07	107	N/A	149	76	73	21	14
2007/08	112	N/A	129	41	88	53	41
2008/09	147	N/A	172	31	141	107	62
2009/10	126	N/A	161	20	141	83	52
2010/11	184	255	154	13	141	62	40
2011/12	113	246	84	15	69	33	39
2012/13	65	251	67	6	61	22	33

### 8.1.11 Imported Foods of Non- Animal Origin

All other foods not of animal origin being imported through East Midlands Airport from outside the EU can be subjected to inspection. A risk based programme of surveillance was carried out in 2012/13. 16 flight manifests were checked, focussing on flights direct from or transiting through 3rd Countries with a focus on the USA and Asia.

### 8.1.12 Licensing

The food team were involved in dealing with new premises licence or applications for variations under the Licensing Act 2003.

	2010/11	2011/12	2012/13
Total (New/Variation applications)	20	13	30 (15/15)

In addition the food team carried out inspections of food establishments trading at large scale outdoor events at Donington Park such as Download Music Festival.

#### 8.1.13 Liaison with Other Organisations

During 2012/13 the following liaison took place:-

Leicestershire & Rutland CIEH Food Best Practice Group / Technical Sub-Committee: Quarterly meetings. The Environmental Health Team Leader attended the quarterly meetings

East Midlands Airport Multi-agency Port Health Meeting: The Environmental Health Team Manager attended the meeting

Leicestershire CIEH Environmental Health Managers Group: The Environmental Health Team Manager attended the quarterly meetings.

Leicestershire Regulatory Services Partnership: The Environmental Health Team Manager attended the quarterly meetings.

Health Protection Agency Liaison Group: The Environmental Health Team Leader attended all of the scheduled meetings.

Internal:

North West Leicestershire Business CAT: Monthly meetings. The Environmental Health Team Manager attended these meetings.

CAPS User Group: The Systems Support Officer attended this group.

#### 8.1.14 Other Non-Official Controls Interventions

##### Food Safety Week

Food Safety Week took place between 11 and 17 June 2012. This year's theme was promoting 'food safety on a budget' and it focused on the differences between 'best before' and 'use by dates' and using leftovers safely. To support the event the Environmental Health Team from the District Council attended the Well Families Clinic at Hall Lane Methodist Church in Whitwick on 3 July 2012. Officers had a variety of different foods and asked members of the public if the items of food had a 'use by' or 'best before' date. Those who answered correctly were put into a prize draw for a month's free leisure pass at Hermitage Leisure Centre. Press releases were issued and a leaflet containing useful recipes was distributed.

## **Effective hand washing**

Environmental Health have attended Well Families Clinics at Moira Village Hall in September and The Palace, Ibstock in January where effective hand washing was demonstrated to interested visitors. Many residents were very excited to see the visible demonstration of effective/ineffective hand washing.

### **8.2 Staffing Allocation**

The Environmental Health Technician post was vacant between April and September

The Environmental Health Technical Assistant (Part time) post was vacant from September until March as a result of the post holder being promoted to the EH Technician post.

The Environmental Health Technical Assistant post was vacant between December and March when the post holder began a secondment in the licensing team.

### **8.3 Training Undertaken by Staff**

E.coli: Control of Cross Contamination  
5 plus 1 Food Hygiene Training  
Outbreak Control  
Food Hygiene Rating Scheme Workshop.

### **8.4 Enforcement Actions Taken**

331 Warning letters were sent to Business Operators  
13 Hygiene Improvement Notices were served  
22 Rejection Notices for offences under The Trade and Related Animal Product Regulations  
2 Rejection Notices under Official Feed and Food Controls (England) Regulations 2009  
1 Conviction for offences under food hygiene legislation – formal caution

### **8.5 Performance Outcomes**

As a result of the work undertaken by the Service, the percentage of establishments broadly compliant with hygiene law increased from 90% to 92%

All relevant food establishments are rated using the National Food Hygiene Rating Scheme. The number of establishments achieving a rating of 3 (Generally satisfactory) or higher (Good, Very Good) increased from 770 to 811 during 2012/13.

### **8.6 Issues for 2013/14**

- To further develop the new interventions policy with the aim of increasing the number of interventions at non compliant establishments and reducing inspections at broadly compliant establishments
- To implement an 'earned recognition scheme' focus on reducing the regulatory burden on mobile food vendors by ceasing to inspect traders who are broadly compliant with hygiene law and have been rated as 3 or above on the Food Hygiene Rating Scheme

- Building on the successes of the previous programmes, to undertake an enhanced intervention programme targeting 30 non compliant food establishments
- The Regulators Compliance Code is currently under review. Following the issue of the revised Code, the Directorate enforcement policy will be reviewed.

**National &  
Midlands Cross Regional Studies 2013-2014  
Planning Chart**

Year	2013-14											
National Surveys												
Months of sampling:	A	M	J	J	A	S	O	N	D	J	F	M
<b>Soda from Soda Dispensers</b> (Study 50)												
TBC (Study 51)*												
TBC (reactive response - Study 52)*												
Cross Regional Surveys												
<b>Dish cloths</b>												
<b>Salad from Restaurants and Takeaways</b>												
<b>Imported Category 1 RTE foods</b>												
<b>Dishwashers, Hand Washing and Hygiene of Recently Washed Items</b>												

\*National surveys details to follow

## ENVIRONMENTAL HEALTH TEAM STRUCTURE

