

**FOOD SAFETY
ENVIRONMENTAL HEALTH**

SERVICE DELIVERY PLAN 2018-19



As Required By the Food Standards Agency

FOOD SAFETY SERVICE DELIVERY PLAN 2018-2019

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FOOD SAFETY SERVICE DELIVERY PLAN 2018-2019

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 Business Plan 2018/19.

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 land and point of entry) 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 further develop Primary Authority partnerships
- 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 'Homes and Communities'.

2.4 Performance Indicators

Indicator	Annual Target 18/19
Number of regulatory support visits made to food establishments identified as showing potential to grow	20
Number of businesses that said the joint visits received from Environmental Health and Business Focus benefited their business	15
Number of food establishments rated 0, 1 or 2 (non-compliant) using the national food hygiene rating scheme	Less than 25

Proportion of customers that said the letter/correspondence received was easy to understand and was supportive	85%
Proportion of businesses that said they felt the requirements and feedback received by the inspector was reasonable	85%

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 Safety 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 93,468 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 budget and policy framework.

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 Safety 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 Safety Team Leader
3 Environmental Health Officers
Primary Authority Officer (1 Part time)
1 Environmental Health Technician
1 Environmental Health Business Support Officer

The Environmental Health Team structure chart is attached at Appendix 2

In addition there is 1 Business Support Officer and 1 Business Support Assistant who support the work of the Food Safety Team.

The team submits any samples for microbiological analysis to the Public Health Laboratory Colindale, London and all other samples for analysis to the County Public Analyst (Wolverhampton Scientific Services and ALS).

Eville & Jones Ltd provide the Official Veterinary Surgeon at the border inspection post at East Midlands Airport. The Lead Official Veterinary Surgeon (OVS) is Lucia Hernandez and Veterinary Manager is Rafael Pedregosa.

3.3 Description and Scope of Service

Proactive	Reactive
Programmed inspections Programmed surveillance visits Food sampling (including imported foods) Water sampling Primary Authority Partnerships Flight manifest checks (imported food) Advice / Coaching	Food hygiene complaints Food complaints Food poisoning investigations/outbreaks Food alerts / Incidents Advice / Coaching Food Import enquiries Catch certificates Export certificates New Business enquiries / Business Support Inspections of products of animal origin and high risk foods of non animal origin at the border inspection post/designated point of entry

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. The OVS is programmed to be sited at the inspection post 1 day a week.

- 3.4.1 There are 882 food establishments known to the team in the district. These comprise of:

37	Manufacturers
22	Distribution / Importer / Exporter
167	Retailers
656	Caterers

Of these there are 2 meat products and 1 dairy product manufacturers which have been approved as required by EC Regulation 853/2004.

- 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 EU via the border inspection post at EMA. The OVS inspects all other products of animal origin entering the UK via the border inspection post. The officers of the food safety team are responsible for checking all 'high risk' foods not of animal origin from a third country entering the EU via the designated point of entry at EMA.
- 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 2018 the profile of premises within the district was:

Category	Number	Intervention Frequency
A (high risk)	4	At least every 6 months
B (high risk)	32	At least every 12 months
C (medium risk)	148	At least every 18 months
D (medium risk)	316	At least every 2 years
E (low risk)	348	A programme of alternative enforcement strategies at least every 3 years
Unrated	34	
Total registered food establishments	882	
Outside of programme (importers non-food)	13	Every 3 months (questionnaire)

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

All transit sheds and importers not currently importing foodstuff will be contacted every 3 months.

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' Code was published on 25 July 2013 and took effect on 6 April 2014. Officers within the Food Team take into account the principles of good enforcement set out in the Code. The Council's general enforcement policy and specific food control enforcement policy has been revised taking into account the content of the Regulators' Code.

4. SERVICE DELIVERY 2018/2019

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 2018/2019 is as follows:

Risk Category	Total Programmed 2018/2019	Carried forward from 2017/18 programme	Total
A	8 (4 establishments)	0	8
B	32	0	32
C	93	0	93
D	162	2	164
E	95	44	139
Unrated	34	0	34
Importers (non food)	52	0	52

Total	476	46	522
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Priority will be given to establishments within risk category A, B, unrated and non broadly compliant* C and D. 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.

The Food Standards Agency has published the; 'E.Coli 0157 Control of Cross Contamination' guide providing critical information for food business operators and enforcement authorities. The guide aims to increase recognition of the threat of *E.coli* and identifies the need to have stringent measures in place to prevent transmission. It sets out controls in circumstances where food may be contaminated and is handled in the same establishment as ready-to-eat food. Given that very serious outbreaks and fatalities have been associated with this organism all food businesses will be made aware of the risks and will receive advice on the most effective ways of preventing infection.

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
Non food ETSF / Importers	Telephone questionnaire
	Liaison with UKBF

4.1.2 High Risk Intervention Programme

A selection of non compliant food establishments rated as either 0, 1 or 2 under the Food Hygiene Rating Scheme will be selected. Each establishment will receive 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 complaint' 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. Consideration will be given to the service of hygiene improvement notices where a business fails to secure improvements following structured, regular support and guidance.

The success of the project will be evaluated by the number of establishments that remain not broadly compliant with food hygiene law on 31st March 2019.

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 large public gatherings such as the Download Music Festival. Those mobile food vendors that have a Food Hygiene Risk Rating score of 3 or above on the national food hygiene rating scheme 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

Aircraft are included within 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. 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, 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. 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 and World Superbikes motor racing event. This work will include the partial inspection of a proportion of food establishments trading at these events. Where water provision involves a temporary installation, work to ensure water safety will be undertaken.

A street trading consent scheme operates within North West Leicestershire. All mobile food establishments and static units trading within the District hold 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. Defra, 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 30 to 40.

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/Oriinating Authority Complaints”**.

Council Policy: **“to have regard to the information (inspection plans and approved advice) provided on the Regulatory Delivery website before undertaking an intervention at an establishment with a Primary Authority.”**

The Council has a Primary Authority partnership with HMS Host Uk Limited.

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 (including import enquiries)

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

The Leicester and Leicestershire Regulatory Services Partnership and Better Business for All (BBfA) Steering Group was established in 2011. The overriding objective of the Partnership and the BBfA programme 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 2018/19 the following food safety support is available to businesses:

Inspection – An officer will provide advice to every business during a routine food hygiene inspection.

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.

High Risk Establishment Enhanced Support Project – A selection of non compliant businesses will receive an enhanced level of support to assist them in becoming compliant. It is hoped that by increasing the level of support and advice to non compliant businesses, the number of businesses ‘broadly compliant’ with food hygiene legislation will increase. The additional support will only be available to those businesses which demonstrate a willingness to improve and maintain hygiene standards.

Food safety advice is available on the Council’s website. Advice is also available on the food standards agency website.

Any business requesting advice and guidance in other areas of regulation or non regulatory support will be signposted to the LLEP Business Gateway advice line or website.

4.5 Sampling Programme

4.5.1 Food Sampling

Council Policy: **“to take part in National and Local 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 at Appendix 1.

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.

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 or concern.

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
Private Water Supplies	2	4	10
Distribution Systems	2		

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 2018/19

The 2 large supplies will be sampled twice during the year

4 Small supplies will be sampled every 5 years. None of the small supplies will be sampled during 2018/19

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 Public Health England 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 Safety Team Leader.

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

4.8 Food Export Health Certificates

Health certificates are issued to food businesses who wish to export foodstuff outside the EU. They are provided to help local exporters meet the food safety requirements. The team check that the business is registered with us and that we are satisfied with the food hygiene standards before issuing the certificate.

Based on previous year's figures the team is likely to issue approximately 200 export certificates.

4.9 Imported Foods at Point of entry

4.9.1 Border Inspection Post (BIP)

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

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.

4.9.2 Catch certificates (Fish and Fishery Products)

On 1st 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.

Based on previous year's figures the team is likely to issue approximately 250 catch (exemption) certificates.

4.9.3 Designated Point of Entry (DPE) – High risk foods not of animal origin

In 2014 the Food Standards Agency granted a DPE/DPI status to East Midlands airport for all ambient stable products listed within Commission Regulation (EU) No 996/2012, No 91/2013 and No 1152/2009. Officers of the food safety team will respond to all foodstuffs pre-notified.

4.9.4 Surveillance

A risk based programme of surveillance will be carried out. This will involve officers carrying out checks of flight manifests and visits to transit sheds. Sampling of foodstuffs found may be undertaken.

Each of the importers / ETSF and transit shed operators that do not currently handle foodstuffs will be contacted every 3 months.

Due to the flight schedule the monitoring of 'live' manifests has to be undertaken outside normal office hours. In addition some 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.

4.9.5 Sampling

A sampling programme will be carried out, being informed by the national monitoring plan and local intelligence and information.

4.9.6 **Liaison/Management of Port Health**

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

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

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

4.10 **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

Once again we will be communicating the key messages as suggested by the Food Standards Agency during national food safety week.

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.

4.11 **Food Hygiene Rating Scheme**

North West Leicestershire District Council operates the national Food Hygiene Rating Scheme (FHRS). The scheme provides consumers 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 Safety 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 and social media messages with compliance standards at businesses being recognised by issuing certificates/stickers.

4.12 **Coalville Project**

The food safety team is contributing to a corporate project focussed on the regeneration of Coalville town centre. Work will be carried out to encourage the display of hygiene ratings at businesses within the town centre.

4.13 **Food Hygiene Award 2018**

North West Leicestershire District Council operates a Food Hygiene Award. The Award informs consumers of those food establishments that have achieved ‘excellence’ in food hygiene standards.

4.14 **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 respond to any new applications and variation applications received and make representations if there are public safety or public nuisance concerns.

Officer time will be spent assisting with the planning of large events such as the Download Music Festival, Outbreak Festival and the World Superbikes motor racing event.

The team is consulted prior to the issue of new consents and existing non compliant traders under the Street Trading Scheme. All mobile food establishments and static units trading within the District hold a 'consent' under the scheme.

4.15 Liaison with Other Organisations and Internal Communication

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

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)
- East Midlands Airport multi-agency Port Health Group
- Leicestershire CIEH Environmental Health Managers Group
- Public Health England Liaison Group
- Idox Uniform User Group
- Download event planning meetings
- Donington Park event planning meetings
- Cattows Farm event planning meetings
- Better Business for All Partnership – Task & Finish Groups
- UK Border Force liaison meetings
- East Midlands airport – Cargo Development

Internal Groups:

- Safety Team Meeting
- 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 £318,330. 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 Safety 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 authorised under the Food Safety and Hygiene (England) Regulations 2013. Food related work = 0.4 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 fully authorised under the Food Safety and Hygiene (England) Regulations 2013. Food related work = 0.7 FTE (Imported foods= 0.05FTE)

Environmental Health Officer – The post is currently vacant. The workload is currently being carried out by a temporary member of staff. Food related work = 0.7 FTE (Imported foods= 0.05FTE)

Environmental Health Officer (Part time) – The post is currently vacant

Environmental Health Officer (Part time) – 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 Safety and Hygiene (England) Regulations 2013. Food related work = 0.3 FTE (Imported foods= 0.05FTE)

Environmental Health Officer (Part time) – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. The postholder's food safety enforcement powers are restricted by authorisation. Food related work = 0.4 FTE (Imported foods= 0.05FTE)

Environmental Health Officer (Part time – 18.125 hours) – 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 Safety and Hygiene (England) Regulations 2013. Food related work = 0.4 FTE (Imported foods= 0.05FTE)

Primary Authority Officer (Part time – 18.125 hours) The post holder undertakes the Primary Authority role, working with HMS Host UK Limited

Environmental Health Technician – The post holder undertakes food safety work and also carries out limited duties supporting an appointed inspector under the Health and Safety at Work etc. Act 1974. The postholder's food safety enforcement powers are restricted by authorisation. Food related work = 0.9 FTE (Imported foods= 0.05FTE)

Environmental Health Business Support Officer - The post holder undertakes food safety work and also carries out limited duties supporting an appointed inspector under the Health and Safety at Work etc. Act 1974. The postholder's food safety enforcement powers are restricted by authorisation to non official controls only = 0.9FTE (Imported foods= 0.05FTE)

There is 1 Business Support Officer and 1 Business Support Assistant 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 Performance and Development Reflection meetings are 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 involves:

- The Environmental Health Team Manager (EHTM) and Environmental Health Team Leader (EHTL) monitoring 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.
- 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 EHTM 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 1 service request 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 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 Leicester & 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 Community 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 At least every quarter there is a team meeting where specific issues are discussed with the Food Team.

8. REVIEW 2017/2018

8.1 Review against the Service Plan

The figures detailed below relate to data retrieved from the premises database on April 1st 2018.

8.1.1 Programmed Inspections (Inland)

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 2018 is used to determine the percentage of those inspections completed.

99.4% of the planned inspection programme was achieved
100% of high risk interventions were achieved (Category A and B)

Risk Category	Total Interventions Programmed 2017/18	Remaining at end of year	% of due interventions achieved
A	12	0	100
B	40	0	100
C	100	0	100
D	149	2	98.6%
Unrated	22	0	100
Non food importers	52	0	100
TOTAL	375	2	99.4%

8.1.2 High Risk Intervention Programme

A programme of frequent visits were made to 10 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. On 31st March 2018, 3 of the targeted establishments remained non compliant.

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

	2014/15	2015/16	2016/17	2017/18
Food Hygiene Service Requests including drainage	39	44	19	13
Regarding problems with pests and rubbish	9	5	3	3
Total	48	49	22	16

8.1.4 Food Complaints

	2014/15	2015/16	2016/17	2017/18
Foreign bodies in food	9	7	4	2
Mouldy foods	2	2	1	3
Chemical issues	0	0	1	0
Labelling of food	0	1	1	0
Total	11	10	7	5

8.1.5 Home Authority Principle

	2014/15	2015/16	2016/17	2017/18
Food Complaints – Home / Originating Authority	3	2	1	0

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.

	2014/15	2015/16	2016/17	2017/18
Requests for food safety advice	54	31	12	19

8.1.7 Sampling

	2014/15	2015/16	2016/17	2017/18
Food Samples - Total	29	151	43	1
Food Samples - % unsatisfactory (number)	3% (1)	51% (77) *	40% (17)	0
Environmental Samples - Total	5	93	8	34
Environmental Samples - % unsatisfactory (number)	0	48% (45) *	50% (4)	29% (10)
Private Water Supply Samples - Total	23	13	21	17
Private Water Supply Samples - %	35% (8)	44% (4)	28% (6)	35% (6)

unsatisfactory				
Large Public Event Samples - Total	33	22	42	0
Large Public Event - % unsatisfactory	6% (2)	0	2% (1)	0

* The high number of unsatisfactory results relating to food and environmental samples is largely due to an investigation carried out at one food establishment.

8.1.8 Infectious Disease

	2014/15	2015/16	2016/17	2017/18
Reported suspected food poisoning cases	18	16	15	4
Infectious Disease notifications	111	118	117	115
Most common disease and number	Campylo bacter - 84	Campylo bacter - 69	Campylo bacter - 79	Campylo bacter - 83

8.1.9 Responding to National & Serious Localised Food Safety Incidents

If there is a problem with a food product that means it should not be sold, then it might be 'recalled' (when the product is taken off the shelves or 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.

	2014/15	2015/16	2016/17	2017/18
Product Recall Information Notices	34	78	76	46
Food Alerts For Action	3	1	1	1
Food Alerts - Total	37	79	77	47

8.1.10 Border Inspection Post

Year	Enquiries received	Catch (exemption) 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
2013/14	41	258	68	8	60	9	13
2014/15	55	256	71	16	55	6	9
2015/16	40	249	52	8	44	6	11
2016/17	28	254	52	1	51	7	13
2017/18	23	255	68	11	57	28	41

8.1.11 Imported Foods of Non- Animal Origin

In 2014 the Food Standards Agency granted DPE/DPI status to East Midlands for a for all ambient stable products listed within Commission Regulation (EU) No 996/2012, No 91/2013 and No 1152/2009.

In 2014 an EHO visited those businesses thought to be handling imported foodstuffs. An inspection was carried out and a risk rating of the premises undertaken. These premises have since formed part of the inspection programme.

Each of the 13 importers that has confirmed they do not currently handle foodstuffs were contacted every 3 months for surveillance purposes. Any premises identified as handling imported foodstuffs will receive an inspection.

Programmed Quarterly Checks of Non food importers

Number premises	of	Number of quarterly checks programmed	Number of checks carried out	% of planned checks carried out
13		52	52	100%

Designated Point of Entry / Designated Point of Inspection

	Number of consignments presented	Product description	Number cleared
2016/17	3	Pistachio nuts	3
2017/18	23	Tea – China (21), dried grapes – Turkey (2)	23

8.1.12 Surveillance of flight manifests

A risk based programme of surveillance was carried out in 2017/18 to identify any foodstuffs subject to import controls. 19 flight manifests were checked, focussing on flights direct from or transiting through 3rd Countries. Two carriers and flights were targeted.

25 commercial food consignments were identified. None of the foodstuffs were subject to import controls. Although no foodstuffs requiring inspection were found the surveillance did provide a knowledge of the flight routes and the nature and volumes of consignments imported.

8.1.13 Food Export Health Certificates

	Number of export certificates issued	Number of customers
2016/17	98	1
2017/18	210	4

8.1.14 Liaison with Other Organisations

During 2017/18 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: This group did not meet.

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

Leicestershire Better Business for All Steering Group / 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.

East Midlands Airport – Cargo Development: The Lead Port Health Officer attended the meetings.

Internal:

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

Ilox Uniform User Group: The Environmental Health Team Manager attended these meetings.

8.1.15 Education & Awareness Initiatives (Other Non-Official Controls Interventions)

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 167 establishments categorised as low risk and due an intervention were sent a self assessment questionnaire requiring them to assess their compliance with food hygiene law. In addition some establishments were visited. Compliance levels and standards at each of these premises were assessed using the completed questionnaire or at the visit. 123 of 167 scheduled interventions were completed. Further attempts will be made to assess compliance at the remaining 44 low risk establishments during 18/19.

Food Safety Week

With the global population set to rise to over 9.5 billion by 2050 there are huge pressures facing the world's food system. We can all contribute to this rising pressure by reducing the amount of food waste. Reducing food waste was the focus of this year's food safety week.

Almost 50% of the total amount of food thrown away in the UK comes from our homes. There are two main reasons why we throw away good food: we buy or make too much or we don't use it in time.

We used social media to communicate food safety advice relating to barbeques using #SafeSummerFood. Advice included defrosting correctly, chilled storage and thorough cooking. 7 tweets were sent averaging 480 impressions and an engagement rate of 1%.

National Food Hygiene Rating Scheme

The food hygiene rating scheme was promoted using press releases and social media (Twitter).

8.2 Staffing Allocation

The Environmental Health Team Leader post was vacant during March
A part time (18.125hrs) EHO post was vacant between April and March
A part time (21.75hrs) EHO post was vacant from December to March

A temporary EHO was appointed between December and March

8.3 Food Hygiene training Undertaken by Staff

Food safety update
FSA consistency exercise
Food detention and seizure

Border Inspection Post / Port Health procedures
Regulatory procedures
Interviewing witnesses
Public Health England Symposium
Private Water Supplies
Severn Trent Water health liaison

8.4 Enforcement Actions Taken

Warning letters were sent to Business Operators	135
Hygiene Improvement Notices were served	14 (6 establishments)
Prohibition related notices	0
Seizure of food notices	1
Detention / Remedial Action Notices	0
Enforcement Notices (Regulation 20) under The Trade and Related Animal Product Regulations – Fail Veterinary checks at BIP	20
Enforcement Notices (Regulation 32(6)) under The Trade and Related Animal Product Regulations – Introduced in breach of regulations	1
Regulation 32 Notices under Official Feed and Food Controls (England) Regulations	1
Cautions for offences under food hygiene legislation	1
Conviction for offences under food hygiene legislation	3
Prohibition of Person from managing a food business	3

8.5 Performance Outcomes

As a result of the work undertaken by the Service, standards of hygiene and safety at many food establishments within North West Leicestershire improved.

A programme of frequent visits were made to 10 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. On 31st March 2018, 3 of the targeted establishments remained non compliant.

All relevant food establishments have been rated using the National Food Hygiene Rating Scheme. The percentage of food businesses displaying their hygiene rating sticker in town centres increased from 50% to 55% between July 2017 and February 2018

96.8% of establishments that have received a hygiene rating have achieved a rating of 3 (Generally satisfactory) or higher (Good, Very Good). The percentage increased by 1.1% from the previous year.

The number of establishments requiring improvement (rated 0,1 and 2) fell from 30 to 22 during 2017/18.

Performance Targets:

Indicator	Target	Actual
Number of non-compliant food establishments included within scope of project remaining 'non-compliant' at end of year	5	3
Number of food establishments rated 0, 1 or 2 (non-compliant) using the national food hygiene rating scheme	30	22
Proportion of customers that said the letter/correspondence received was easy to understand and was supportive	80%	100%
Proportion of businesses that said they felt the requirements and feedback received by the inspector was reasonable	80%	100%

8.6 Issues for 2018/19

- Building on the successes of the previous programmes, to undertake an enhanced support programme targeting non compliant food establishments
- To provide co-ordinated support with the Business Focus team targeting food establishments showing the potential to grow
- To review the intervention carried out at food establishments rated as category E (low)
- To further develop the Primary Authority role with HMS Host
- Process re-engineering – digitalisation of processes / introduction of agile working using Microsoft surface pro devices

**National Studies 2018-2019
Planning Chart - Provisional**

To be inserted