

**FOOD SAFETY
ENVIRONMENTAL HEALTH
SERVICE DELIVERY PLAN 2014-15**



As Required By the Food Standards Agency

FOOD SAFETY SERVICE DELIVERY PLAN 2014-2015

CONTENTS

| | PAGE No |
|--|----------------|
| 1. INTRODUCTION | 2 |
| 2. AIM AND OBJECTIVES OF THE SERVICE | 2 |
| 3. BACKGROUND | 4 |
| 4. SERVICE DELIVERY | 6 |
| 5. RESOURCES | 14 |
| 6. QUALITY ASSESSMENT | 15 |
| 7. COMMUNICATION | 16 |
| 8. REVIEW 2013/2014 | 17 |
| | |
| Appendix 1- Leicester, Leicestershire and Rutland CIEH Technical Group Sampling Programme 2014-2015 | 23 |
| Appendix 2- Environmental Health Team Structure Chart | 24 |

FOOD SAFETY SERVICE DELIVERY PLAN 2014-2015

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 2014/15.

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 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 | Actual End 13/14 | Annual Target 14/15 |
|---|------------------|---------------------|
| % of service requests responded to within service standards | 93% | 93% |
| Number of non-compliant food establishments included within scope of project remaining 'non-compliant' at end of year | 0 of 30 | 7 of 30 |
| Number of food establishments rated 3 or higher using the national food hygiene rating scheme | 663 (92%) | 670 |

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 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 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 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
1 Environmental Health Technician
1 Environmental Health Technical Assistant (full 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 (Staffordshire Scientific Services).

Eville & Jones Ltd provide the Official Veterinary Surgeon at the border inspection post at East Midlands Airport. The Lead Official Veterinary Surgeon (OVS) 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/Home Authority Agreements Flight manifest checks (imported food) Food Hygiene training | Food hygiene complaints Food complaints Food poisoning investigations/outbreaks Food alerts Advice / Coaching Food Import enquiries 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. The OVS is programmed to be sited at the inspection post 1 day a week.

3.4.1 There are 902 food establishments known to the team in the district. These comprise of:

| | |
|-----|---------------|
| 36 | Manufacturers |
| 24 | Distribution |
| 205 | Retailers |
| 637 | Caterers |

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 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 2014 the profile of premises within the district was:

| Category | Number | Intervention Frequency |
|---|--------|--|
| A (high risk) | 5 | At least every 6 months |
| B (high risk) | 44 | At least every 12 months |
| C (medium risk) | 340 | At least every 18 months |
| D (medium risk) | 127 | At least every 2 years |
| E (low risk) | 347 | A programme of alternative enforcement strategies at least every 3 years |
| Unrated | 39 | |
| Unrated - Importers, warehousing (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, replacing the Regulators' Compliance 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 new Regulators' Code.

4. SERVICE DELIVERY 2014/2015

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 2014/2015 is as follows:

| Risk Category | Total Programmed 2014/2015 | Carried forward from 2013/14 programme | Total |
|----------------------|----------------------------|--|------------|
| A | 10 (5 premises) | 0 | 10 |
| B | 44 | 0 | 44 |
| C | 246 | 5 | 251 |
| D | 34 | 5 | 39 |
| E | 92 | 31 | 123 |
| Unrated | 39 | 0 | 39 |
| Importers (non food) | 52 (13 premises) | 0 | 52 |
| Total | 517 | 41 | 558 |

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 |
| D (compliant) | Monitoring / verification / official sampling 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

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 remain not broadly compliant with food hygiene law on 31st March 2015.

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, Strawberry Fields Festival and Fake 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 (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 . 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. 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 70 to 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 (inspection plans and approved advice) 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 (including import enquiries)

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 2014/15 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.

High Risk Intervention 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.

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 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 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.

Sampling will form an important part of the intervention programme during 2014/15. 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 | 4 | | |

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 2014/15

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 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 Imported Foods at Point of entry

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.

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.

4.8.2 **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.

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

In February 2014 the Food Standards Agency granted a temporary DPE/DPI status to East Midlands airport for a period of six months from Monday 3 February 2014 to Saturday 2 August 2014 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.

Surveillance

A risk based programme of surveillance will be carried out in 2014/15. 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.

4.8.4 **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 Agency.

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.

4.9 **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 during 16-22 June and this year we will be saying to consumers 'Don't wash your chicken'. During the campaign we will share a number of tips about what consumers can do to protect themselves and family from food poisoning in their home, particularly when handling raw chicken. This will include information about the bacteria campylobacter.

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.

Well Being Clinics

Food safety advice and information will be made available to public attending Well Being clinics. The national food hygiene rating scheme will be promoted.

4.10 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 with compliance standards at businesses being recognised by issuing certificates.

4.11 Food Hygiene Award 2015

North West Leicestershire District Council operates an annual Food Hygiene Award. The Award was launched in 2012. The Award informs consumers 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.

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 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, Zoo Project 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 the District hold 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/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
Strawberry Fields event planning meetings
Zoo Project event planning meetings
Regulatory Services Partnership
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 £201,552. 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 fully authorised under the Food Safety and Hygiene (England) Regulations 2013. 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 Safety and Hygiene (England) Regulations 2013. Food related work = 0.7 FTE (Imported foods= 0.05FTE)

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 Safety and Hygiene (England) Regulations 2013. Food related work = 0.7 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 post holder is lead officer for imported food, is fully authorised under the Food Safety and Hygiene (England) Regulations 2013 and authorised to undertake inspections at the border inspection post. Food related work = 0.45 FTE (Imported foods= 0.1FTE)

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 = 0.7 FTE (Imported foods= 0.05FTE)

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 Safety and Hygiene (England) Regulations 2013. Food related work = 0.6 FTE (Imported foods= 0.05FTE)

Environmental Health Technician – The postholder 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 postholders food safety enforcement powers are restricted by authorisation. Food related work = 0.9 FTE (Imported foods= 0.05FTE)

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. = 0.9FTE (Imported foods= 0.05FTE)

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 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 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 2013/2014

8.1 Review against the Service Plan

The figures detailed below relate to data retrieved from the premises database on April 1st 2014.

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 2014 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)

75% of low risk interventions were achieved (Category E)

| Risk Category | Total Due 2013/14 | Carried forward from 2012/13 | Total No. of Due Interventions | Remaining at end of year | % of due interventions achieved |
|---------------|-------------------|------------------------------|--------------------------------|--------------------------|---------------------------------|
| A | 14 | 0 | 14 | 0 | 100 |
| B | 48 | 0 | 48 | 0 | 100 |
| C | 217 | 4 | 221 | 5 | 98 |
| D | 47 | 7 | 54 | 5 | 91 |
| TOTAL | 326 | 11 | 337 | 10 | 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 123 establishments categorised as low risk were sent a self assessment questionnaire requiring them to assess their compliance with food hygiene law. 92 of the 123 establishments completed and returned their questionnaire. Compliance levels and standards at each of these premises was assessed using the completed 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. 9 of the 30 establishments ceased trading throughout the year. On 31st March 2014, all 21 of the remaining targeted establishments were 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 | 2013/14 |
|--|---------|---------|---------|---------|
| Food Hygiene Service Requests including drainage | 40 | 42 | 40 | 37 |
| Regarding problems with pests and rubbish | 10 | 6 | 3 | 7 |
| Unprogrammed visits requested by another agency | 17 | 6 | 12 | 1 |
| Total | 67 | 54 | 55 | 45 |

8.1.4 Food Complaints

| | 2010/11 | 2011/12 | 2012/13 | 2013/14 |
|------------------------|---------|---------|---------|---------|
| Foreign bodies in food | 16 | 17 | 5 | 11 |
| Mouldy foods | 3 | 1 | 3 | 3 |
| Chemical issues | 2 | 2 | 1 | 1 |
| Labelling of food | 2 | 3 | 1 | 2 |
| Total | 23 | 23 | 10 | 17 |

8.1.5 Home Authority Principle

| | 2010/11 | 2011/12 | 2012/13 | 2013/14 |
|--|---------|---------|---------|---------|
| Food Complaints – Home / Originating Authority | 5 | 0 | 4 | 3 |

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 | 2013/14 |
|---|---------|---------|---------|---------|
| Advice Visits resulting in research/visit | 59 | 60 | 70 | 61 |

8.1.7 Sampling

| | 2010/11 | 2011/12 | 2012/13 | 2013/14 |
|---|---------|-----------|----------|----------|
| Food Samples - Total | 50 | 32 | 26 | 55 |
| Food Samples - % unsatisfactory (number) | 10% | 12.5% (4) | 19% (5) | 5% (3) |
| Environmental Samples - Total | 66 | 24 | 48 | 16 |
| Environmental Samples - % unsatisfactory (number) | 32% | 21% (5) | 38% (18) | 44% (7) |
| Private Water Supply Samples - Total | 4 | 5 | 8 | 17 |
| Private Water Supply Samples - % unsatisfactory | 25% (1) | 40% (2) | 50% (4) | 65% (11) |
| Private Water Distribution System Samples - Total | - | - | 29 | 41 |
| Private Water Distribution System - | - | - | 38% (11) | 7% (3) |

| | | | | |
|------------------|--|--|--|--|
| % unsatisfactory | | | | |
|------------------|--|--|--|--|

8.1.8 Infectious Disease

| | | | | |
|---|---------------------|---------------------|---------------------|--------------------|
| | 2010/11 | 2011/12 | 2012/13 | 2013/14 |
| Reported suspected food poisoning cases | 5 | 7 | 31 | 13 |
| Infectious Disease notifications | 108 | 101 | 104 | 96 |
| Most common disease and number | Campylo bacter - 66 | Campylo bacter - 82 | Campylo bacter - 70 | Campylo bater - 76 |

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 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 | 2013/14 |
| Product Withdrawal and Product Recall Information Notices | - | - | 30 | 36 |
| Food Alerts For Action | - | - | 8 | 8 |
| Food Alerts - Total | 44 | 52 | 38 | 44 |

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 |
| 2013/14 | 41 | 258 | 68 | 8 | 60 | 9 | 13 |

8.1.11 Imported Foods of Non- Animal Origin

In Autumn of 2013 an application to be designated as a Designated Point of Entry (DPE) was submitted by East Midlands airport to the Food Standards Agency. In support of the application a review of operational procedure notes relating to imported food activity was undertaken.

In February 2014 the Food Standards Agency granted a temporary DPE/DPI status to East Midlands for a period of six months from Monday 3 February 2014 to

Saturday 2 August 2014 for all ambient stable products listed within Commission Regulation (EU) No 996/2012, No 91/2013 and No 1152/2009.

In January 2014 all transit shed operators, freight forwarders, ETSF and carriers listed on either the East Midlands airport or Food Standards Agency websites were contacted and asked questions to identify if they handled imported foods. This information was used to risk assess the business and identify a list of businesses suitable for a visit from an EHO.

In February 2014 an EHO visited those businesses thought to be handling imported foodstuffs. A inspection was carried out and a risk rating of the premises undertaken. These premises will form a part of the inspection programme in 2014/15. Each of the premises contacted that confirmed they do not handle foodstuffs will be contacted every 3 months for surveillance purposes. Any premises identified as handling imported foodstuffs will receive an inspection.

8.1.12 Surveillance of flight manifests

A risk based programme of surveillance was carried out in 2013/14 to identify any foodstuffs subject to import controls. 20 flight manifests were checked, focussing on flights direct from or transiting through 3rd Countries with a focus on the USA and Asia.

38 food consignments were identified. None of the foodstuffs were subject to import controls.

8.1.13 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 | 2013/14 |
|------------------------------------|---------|---------|------------|----------|
| Total (New/Variation applications) | 20 | 13 | 30 (15/15) | 16 (9/7) |

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.

8.1.14 Liaison with Other Organisations

During 2013/14 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.

East Midlands Airport – Cargo Development

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.

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

Food Safety Week

Food Safety Week took place on 10-16 June. The theme was food safety tips in the home. To support the national initiative the Environmental Health team ran a competition at schools using 'spot the hazard' and colouring competitions. Activity packs and free swim passes were made available as prizes. In addition food safety information was displayed at Hood Park Leisure Centre.

Effective hand washing

A Ultra violet hand washing machine was loaned to 3 organisations. Positive feedback was received.

Well Families Clinics

Environmental Health have attended Well Families Clinics within the district where hygiene ratings of food establishments within the district were made available to interested visitors.

National Food Hygiene Rating Scheme

The food hygiene rating scheme was promoted using reusable carrier bags which were handed out by the Community Focus team at Community events.

Coaching Food Business Operators

Following receipt of grant funding from the Foods Standards Agency coaching visits were made to 29 businesses. Take away premises with a history of non-compliance with food hygiene law were targeted. Feedback from these businesses were generally positive. It is hoped that this coaching will assist the businesses in becoming compliant with the law.

8.2 Staffing Allocation

The Environmental Health Technical Assistant (Part time) post was vacant for the whole of the year as a result of the post holder being promoted to the EH Technician post. This post has now been deleted from the establishment.

The Environmental Health Technical Assistant post was vacant between April and January when the post holder began a secondment in the licensing team. The post was filled on a part time basis during February and March.

8.3 Training Undertaken by Staff

Sous-vide (method of cooking food)
Food allergy
UK Food Surveillance System
Official Fish Inspector (online training)
Foods not animal origin & TRACES
Speciality Cheesemaking

8.4 Enforcement Actions Taken

| | |
|-----|---|
| 288 | Warning letters were sent to Business Operators |
| 0 | Hygiene Improvement Notices were served |
| 9 | Rejection Notices for offences under The Trade and Related Animal Product Regulations |
| 5 | Regulation 32 Notices under Official Feed and Food Controls (England) Regulations |
| 0 | Conviction for offences under food hygiene legislation |

8.5 Performance Outcomes

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

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 620 (89%) to 663 (92%) during 2013/14.

The number of establishments still requiring improvement reduced from 75 to 56 during 2013/14.

8.6 Issues for 2014/15

- To further develop the interventions policy with the aim of increasing the number of interventions at non compliant establishments and reducing inspections at broadly compliant establishments
- Building on the success of previous years, to implement an 'earned recognition scheme' focussed on reducing the regulatory burden on mobile food vendors at public events 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
- East Midlands airport was granted a temporary (Until 8 August 2014) designation as a 'Designated Point of Entry' by the Food Standards Agency. The volume and nature of foodstuffs imported through the airport will be closely monitored.
- The Regulators' Code was introduced in April 2014. The food law enforcement policy is currently under review taking account of changes introduced by the new Regulator's Code.

Leicestershire Food Sampling Programme 2014-2015

| Year | 2014-15 | | | | | | | | | | | |
|---|---------|---|---|---|---|---|---|---|---|---|---|---|
| National Surveys | | | | | | | | | | | | |
| Months of sampling: | A | M | J | J | A | S | O | N | D | J | F | M |
| Swabbing of unusual serving plates – slate & wood | | | | | | | | | | | | |
| Cross Regional Surveys | | | | | | | | | | | | |
| Hygiene screening - Dish cloths, surfaces, chopping board, re-useable plastic containers | | | | | | | | | | | | |
| Soft fruits – RTE (including imported fruits) | | | | | | | | | | | | |
| Beef burgers ‘Gourmet style restaurants (raw and cooked) | | | | | | | | | | | | |