

**FOOD SAFETY**  
**ENVIRONMENTAL HEALTH**  
**SERVICE DELIVERY PLAN 2023-24**



As Required By the Food Standards Agency

# **FOOD SAFETY SERVICE DELIVERY PLAN 2023-2024**

## **CONTENTS**

	<b>PAGE No</b>
<b>1. INTRODUCTION</b>	<b>2</b>
<b>2. AIM AND OBJECTIVES OF THE SERVICE</b>	<b>2</b>
<b>3. BACKGROUND</b>	<b>4</b>
<b>4. SERVICE DELIVERY</b>	<b>6</b>
<b>5. RESOURCES</b>	<b>13</b>
<b>6. QUALITY ASSESSMENT</b>	<b>14</b>
<b>7. COMMUNICATION</b>	<b>15</b>
<b>8. REVIEW 2022/2023</b>	<b>16</b>

## **FOOD SAFETY SERVICE DELIVERY PLAN 2023-2024**

### **1. INTRODUCTION**

- 1.1 This service plan has been produced in accordance with the Framework on Agreement on Official Feed and Food Controls by local authorities. It provides the basis on which the Council will be monitored and audited by the Food Standards Agency.

### **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	Target
Percentage of due food interventions completed at food establishments within risk category A and B (high risk)	100%
Percentage of due food interventions completed at food establishments within risk category C and D (medium risk)	90%

#### **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  
IUU – catch certificates

### **Within three days**

Food Hygiene Rating Scheme – appeal application  
Food Hygiene Rating Scheme – Re-score visit application  
Food Hygiene Rating Scheme – Right to Reply request  
Imported food enquiries – request for advice  
All other food hygiene related complaints.

### **Within five 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 two 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, scrutiny committees, 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 scrutiny committees 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 Community Services Team. 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  
Environmental Health Officers (two FTE)  
Environmental Health Officer / Primary Authority Officer (Full-Time)  
Food Safety Officer (Full-Time)  
Food Safety Officer / Environmental Health Officer (Career Graded Full-Time)

In addition, there is one Business Support Officer and one 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 control post at East Midlands Airport. The Lead Official Veterinary Surgeon (OVS) is Patrik Vazan.

### 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 control post/designated point of entry

### 3.4 Demands on the Service

The food safety service is based at the Council Offices situated at Whitwick Business Centre 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 operate a hybrid working model and working normal office hours as the need arises.

The border control post situated at East Midlands Airport is manned on a part-time basis, as and when the service is required. The Official Veterinary Surgeon (OVS) is programmed to be sited at the control post 3 days a week.

3.4.1 There are 1042 food establishments known to the team in the district. These comprise of:

4%	Manufacturers
4%	Distribution / Importer / Exporter
18%	Retailers
74%	Caterers

Of these there is one meat product and one dairy product manufacturer which have been approved as required by EC Regulation 853/2004.

3.4.2 East Midlands Airport is within the district. The border control post at East Midlands Airport (EMA) is managed by the Environmental Health Team.

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 2023 the profile of premises within the district was:

<b>Category</b>	<b>Number</b>	<b>Intervention Frequency</b>
A (high risk)	1	At least every six months
B (high risk)	17	At least every 12 months
C (medium risk)	131	At least every 18 months
D (medium risk)	385	At least every two years
E (low risk)	471	A programme of alternative enforcement strategies at least every three years
Unrated	37	
Total registered food establishments	1042	

**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 three 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

Officers within the Food Team take into account the principles of good enforcement set out in the Regulators' Code. The Council's general enforcement policy and specific food control enforcement policy incorporates the content of the Regulators' Code.

## 4. SERVICE DELIVERY 2023/2024

### 4.1 Service Delivery/Covid Recovery Plan from 1 October 2021 to 31 March 2023

The Food Standards Agency (FSA) published a Recovery Plan which commenced on 1 July 2021 and ended on 31 March 2023.

The Recovery Plan provided a framework for re-starting the delivery system post Covid in line with the Food Law Codes of Practice for new food establishments and for high-risk and/or non-compliant establishments while providing flexibility for lower risk establishments.

The Council successfully completed the recovery programme on 31 March 2023, meeting all of the targets set by the FSA.

#### 4.1.1 Programmed Food Hygiene Inspections

The following table displays the food premises risk category and the number of premises due, as of 1 April 2023, that are required to be inspected by 31 March 2024. This number also includes any outstanding food inspections due before 31 March 2023.

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.”

Risk Category	Inspections due 2023/24	Carried forward from previous year	Total Programmed 2023/24
A	2 (1 establishment)	0	2
B	17	0	17
C	92	0	92
D	181	0	181
E	25	207	232
Unrated	37	0	37
<b>Total</b>	<b>354</b>	<b>207</b>	<b>561</b>

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.

#### 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 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 or a concern is identified or received. The objective of this approach is to reduce unnecessary regulatory burden on compliant businesses.

#### 4.1.3 **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.

#### 4.1.4 **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. 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 undertakes 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 approximately 30.

#### 4.3 **Primary Authority**

Council Policy: **“to have regard to the Primary Authority Scheme”**.

Council Policy: **“to have regard to the information (national inspection plans and approved assured advice) provided on the Primary Authority 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 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 2023/24 the following food safety support is available to businesses:

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

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 Leicester and Leicestershire Enterprise Partnership (LLEP) Business Gateway Growth Hub.

#### 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 Leicester and 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.

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.

#### 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 periodically 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	3	1	11
Distribution Systems	2		

The Authority has a statutory duty to risk assess private water supplies within its district, excluding those to single dwellings or on request from the supply owner. It will then conduct a sampling program based upon the risk assessment.

#### Sampling Programme 2023/24

The three large supplies will be sampled twice during the year.

One small supply will be sampled every five years. The small supply will not be sampled during 2023/24

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

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

#### 4.6 Infectious Disease Control

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

The team receives notifications from the UK Health Security Agency (UKHSA) 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 FSA 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**

Export Health certificates are issued to food businesses who wish to export certain foodstuff from Great Britain to the European Union Countries and other Non-EU Countries. 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 100 export certificates.

#### 4.9 **Imported Foods at Point of entry (East Midlands Airport)**

##### 4.9.1 **Border Control Post (BCP) – Products of animal origin**

The service manages and operates the border control post at East Midlands Airport (EMA). The BCP is subject to audits and verification visits by Animal and Plant Health Agency (APHA), an Agency of Defra.

The OVS inspects all other products of animal origin entering GB via the border control post. Support is provided by officers of the food safety team.

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

On 1 January 2010, an EU regulation came into force to combat illegal, unreported and unregulated fisheries. The regulation, which was retained by UK law in 2021 requires a catch certificate for all imports and landings of fish and fish products into the EU by third countries. The service issues 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 **Border Control Post (BCP) – High risk foods not of animal origin**

The officers of the food safety team are responsible for checking all 'high risk' foods not of animal origin from a rest of the world country entering Great Britain via the border control post.

Based on previous year's figures the team is likely to process less than 10 consignments.

#### 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 and freight handlers that do not currently handle foodstuffs will be contacted every three 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.

Additional surveillance is taking place to mitigate the risk from African Swine Fever.

#### 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 UK Health Security Agency (UKHSA), North West Leicestershire DC, 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.

Regular communication with Border Force is in place.

#### 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.

The team will be communicating the key messages as suggested by the FSA during national food safety week.

To raise the awareness of the importance of hand washing in preventing the spread of disease such as Covid-19 the hand washing machine with ultra violet light will be available for hire (without charge) to workplaces, 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 **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.

#### 4.13 **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 (Small Ports Group)
- East Midlands Airport multi-agency Port Health Group
- Leicestershire CIEH Environmental Health Managers Group
- UK Health Security Agency Liaison Group
- Idox Uniform User Group
- NWL Safety Advisory Group
- Better Business for All Partnership
- UK Border Force liaison meetings

Internal Groups:

- Safety Team Meeting
- Monthly 121's/Performance meetings
- NWLDC Idox user group

### 5. **RESOURCES**

#### 5.1 **Financial Allocation**

The budget for the provision of the food safety service is £344,295. 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.

The nominated lead officer for food safety is the Environmental Health Safety Team Leader. The lead officer for food safety has assessed the competency of all authorised officers. Individual officer authorisations have been signed and issued by the Environmental Health Team Manager based on recommendations made by the lead officer for food safety.

### 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, licensing and community safety functions of the council.  
Food related work = 0.3 FTE (Imported foods= 0.05FTE) (Operational Manager)

Environmental Health Team Leader – The post holder supervises the operational work of the Team, and undertakes food safety work.  
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.  
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.  
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.  
Food related work = 0.3 FTE (Imported foods= 0.05FTE)

Food Safety / Technical Officer (Part time – 18.125 hours) – The post was vacant during April, May and June.  
Food related work = 0.3 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. The post was vacant during April, May and June.

Food Safety 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.  
Food related work = 0.9 FTE (Imported foods= 0.05FTE)

There is one Business Support Officer and one 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). 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 reflection meetings and regular one to one meetings 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.
- One accompanied inspection will be carried out for each Authorised Officer each year by the Environmental Health Team Leader.
- Additional 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.
- 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 one service request will be checked every month.
- Periodically customer satisfaction surveys will be carried out. 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 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 and 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 The EHTL meets with the officers individually to discuss performance and development.

7.1.4 At least every quarter there is a team meeting where specific issues are discussed with the Food Team.

## **8. REVIEW 2022/2023**

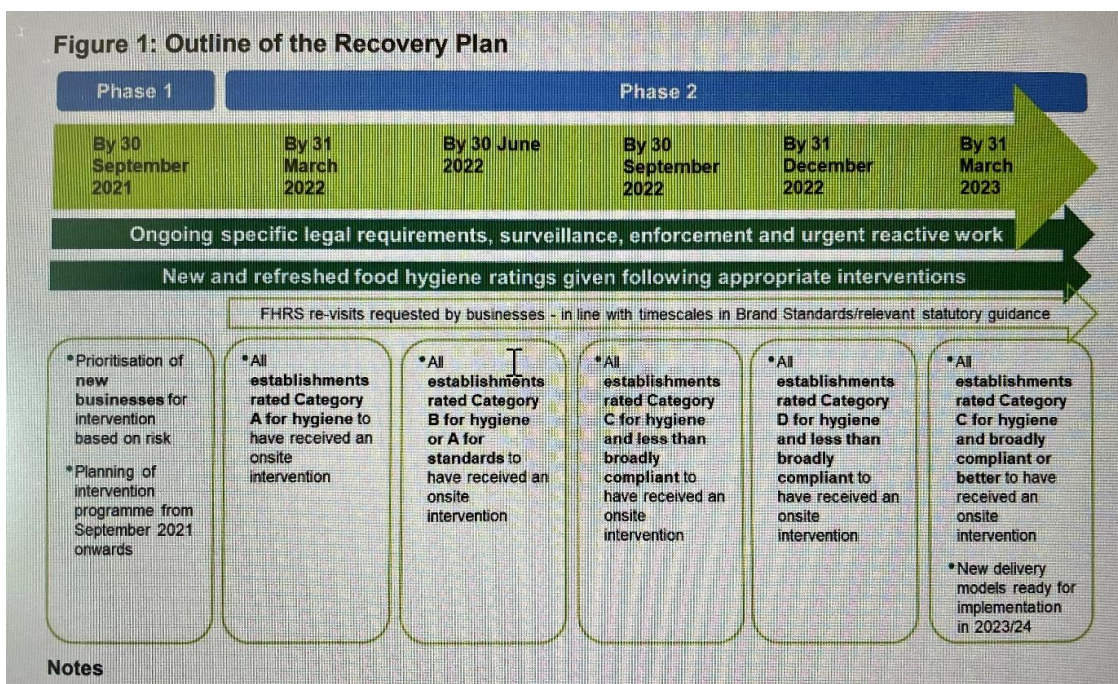
### **8.1 Review against the Service Plan**

Resource from the food safety team was focussed on the recovery of the food inspection programme arising from the Covid-19 pandemic.

Since the start of the pandemic the FSA has permitted local authorities to operate outside of the requirements of the Food Law Code of Practice. The FSA published a food recovery plan setting out its expectations for the period up to 31 March 2023.

The following work activity was prioritised in accordance with the recovery plan:

- Official controls at the border (East Midlands airport)
- Response to complaints / concerns likely to result in an imminent risk to health
- Ongoing enforcement activity
- Registration and provision of advice to new businesses
- Interventions at approved establishments / approval of establishments



### 8.1.1 Programmed Inspections (Inland)

All milestones within phase 2 of the recovery programme were met.

Food Establishment Risk Category / Frequency	Number of Establishments due on-site visit before 31 March 2023	Number of planned interventions remaining due on 31 March 2023
Risk Category A / every 6 months	2	0
Risk Category B / every 12 months	18	0
Risk Category C – not broadly compliant (hygiene ratings 0,1,2)	5	0
Risk Category C – broadly compliant (hygiene ratings 3,4,5)	59	0
Risk Category D - not broadly compliant (hygiene ratings 0,1,2)	3	0
Risk Category D - broadly compliant (hygiene ratings 3,4,5)	181 (Over and above minimum requirements set by recovery plan)	0
<b>Total</b>	<b>268</b>	<b>0</b>

On 1 April 2022, 50 establishments were awaiting an inspection. On 31 March 2023, 37 establishments were awaiting an inspection.

### 8.1.3 Food Hygiene Service Requests

	2019/20	2020/21	2021/22	2022/23
Food Hygiene Service Requests including drainage	73	37	50	51
Regarding problems with pests and rubbish	4	3	3	1
<b>Total</b>	<b>77</b>	<b>40</b>	<b>53</b>	<b>52</b>

#### 8.1.4 Food Complaints

	2018/19	2019/20	2020/21	2021/22	2022/23
Foreign bodies in food	13	8	13	14	15
Mouldy foods	2	0	4	3	4
Chemical issues	1	1	5	0	0
Labelling of food	2	2	0	1	4
Allergy related	NA	4	0	5	5
Total	18	15	22	23	28

#### 8.1.5 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.

	2018/19	2019/20	2020/21	2021/22	2022/23
Requests for food safety advice	45	49	136	117	72

#### 8.1.6 Sampling

	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Food Samples - Total	1	10	17	0	0	0
Food Samples - unsatisfactory (number)	0	1	3	0	0	0
Environmental Samples - Total	34	9	5	0	0	0
Environmental Samples - unsatisfactory (number)	10	7	3	0	0	0
Private Water Supply Samples - Total	17	25	7	8	8	9
Private Water Supply Samples - % unsatisfactory	35% (6)	60% (15)	43% (3)	25% (2)	0% (0)	0% (0)
Large Public Event Samples - Total	0	13	27	0	15	4
Large Public Event - % unsatisfactory	0	0	0	0% (0)	13% (2)	0% (0)

#### 8.1.7 Infectious Disease

	2019/20	2020/21	2021/22	2022/23
Reported suspected food poisoning cases	49	18	32	33
Infectious Disease notifications	NA	14	26	27
Most common disease and number	NA	Giardia - 6	Crypto - 10	Salmonella - 10

#### 8.1.8 Responding to National and 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 FSA 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.

### 8.1.9 Border Control Post (POAO)

Year	Catch (exemption) Certificates Issued	Total consignments CHED	Fish (EHO)	Other products (OVS)	Total Rejected	% Rejected
2005/06	N/A	86	28	58	18	21
2006/07	N/A	149	76	73	21	14
2007/08	N/A	129	41	88	53	41
2008/09	N/A	172	31	141	107	62
2009/10	N/A	161	20	141	83	52
2010/11	255	154	13	141	62	40
2011/12	246	84	15	69	33	39
2012/13	251	67	6	61	22	33
2013/14	258	68	8	60	9	13
2014/15	256	71	16	55	6	9
2015/16	249	52	8	44	6	11
2016/17	254	52	1	51	7	13
2017/18	255	68	11	57	28	41
2018/19	251	33	3	30	12	40
2019/20	242	41	5	36	27	66
2020/21	245	39	12	27	16	41
2021/22	203	98	29	69	63	64
2022/23	220	171	29	143	117	68

### 8.1.10 Imported High Risk Foods of Non- Animal Origin

The Border Control Post is designated for both products of non-animal origin for human consumption and animal feed. The table below details the volume and types of foods received since 2016/17.

	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
2018/19	7	Tea - China	7
2019/20	1	Tea – China	1
2020/21	11	Beans – Kenya (10) Tea – China (1)	11
2021/22	14	Figs – Turkey (3) Tea – China (5) Hazelnuts Turkey (2) Peanuts – USA (2) Goji berries – Hong	5

		Kong (1)	
2022/23	15	Tea – China (7) Hazelnuts – Turkey (1) Pistachio – (1) Peanuts – USA (3) Pepper (2) Melon seeds (1)	12

#### 8.1.11 Surveillance of flight manifests

A risk-based programme of surveillance was carried out in 2022/23 to identify any foodstuffs subject to import controls. A total of 250 manifests were checked during the year.

An enhanced level of surveillance was carried out during December, January and February as a result of a grant from the FSA.

172 flight manifests were checked during the reporting period.

Summary of the manifest checks:

- 184 commercial shipments of restricted products of animal origin (POAO) and high risk foods of non-animal origin (HRFNAO) commodities were found.
- 215 commercial shipments of potentially restricted POAO and HRFNAO commodities with a generic description were found.
- 267 private shipments of restricted POAO commodities were found.
- 421 private shipments of potentially restricted POAO commodities with generic description were found.

#### 8.1.12 Food Export Health Certificates

	Number of export certificates issued	Number of customers
2016/17	98	1
2017/18	210	4
2018/19	122	5
2019/20	37	4
2020/21	20	4
2021/22	51	2
2022/23	45	2

#### 8.1.13 African Swine Fever Project

Grant funding received from Defra was used to enforce the emergency measures in place relating to African Swine Fever. Monitoring activity included the viewing of flight manifests and joint enforcement operations with Border Force.

Eight seizures of illegal pork were carried out.

#### 8.1.14 Liaison with Other Organisations

During 2022/23 the following liaison took place:-

Leicester, Leicestershire and Rutland Chartered Institute of Environmental Health 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.

UK Health Security Agency Group: The Environmental Health Team Leader attended all of the scheduled meetings.

East Midlands Airport – Port Health Authorities Capability Delivery Forum – The Environmental Health Team Manager attended the meetings.

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

##### National Food Hygiene Rating Scheme

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

#### 8.2 Staffing Allocation

A full-time Primary Authority/EHO post was vacant for a proportion of the year. Temporary resource was appointed through a recruitment agency.

#### 8.3 Food Hygiene training Undertaken by Staff

All authorised officers continued to undertake a programme of continuous professional development.

#### 8.4 Enforcement Actions Taken

Hygiene Improvement Notices were served	0
Prohibition related notices	0
Seizure of food notices	0
Detention / Remedial Action Notices	0
Enforcement Notices (Regulation 20) under The Trade and Related Animal Product Regulations – Fail Veterinary checks at BIP	117
Enforcement Notices (Regulation 32(6)) under The Trade and Related Animal Product Regulations – Introduced in breach of regulations	0
Regulation 32 Notices under Official Feed and Food Controls (England) Regulations	0
Cautions for offences under food hygiene legislation	0
Conviction for offences under food hygiene legislation	0
Prohibition of Person from managing a food business	0

## 8.5 Performance Outcomes

The food team met and exceeded the targets set by the FSA within phase 2 of their Covid-19 Recovery Plan.

100% of interventions due at establishments within risk categories A, B, C and D were completed.

The number of food establishments less than broadly compliant with food hygiene law was 13 on 31 March 2023. The number was 14 on 1 April 2022.

## 8.6 Issues for 2023/24

- To effectively prepare for the introduction of a new imports' regime following publication of the target operating model
- To appoint to the vacant Primary Authority post and further develop the Primary Authority role with HMS Host
- To undertake a review of food operational procedure notes
- To undertake a review of officer authorisations.