

FOOD SAFETY
ENVIRONMENTAL HEALTH
SERVICE DELIVERY PLAN 2024-25



As Required By the Food Standards Agency

FOOD SAFETY SERVICE DELIVERY PLAN 2024-2025

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FOOD SAFETY SERVICE DELIVERY PLAN 2024-2025

1. INTRODUCTION

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

This plan provides the basis on which the authority 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 'Communities - keeping our communities safe'

2.4 Performance Indicators

Indicator	Target
Percentage of due food interventions completed at food establishments within risk category A, B and C (high and medium risk)	100%
Percentage of food establishments rated as very good (rating 5) using the national food hygiene rating scheme	81%

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 3 days

Imported food enquiries – request for advice

All other food hygiene related complaints.

Within 5 days

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

Within 14 days

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 104,704 (2021 Census, ONS) covering an area of 27,933 hectares. It is a predominately rural district with 2 main urban areas, Coalville and Ashby de la Zouch with other main settlements being Castle Donington, Ibstock, Kegworth and Measham.

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 (2 FTE)
Environmental Health Officer (Career Graded Full-Time)
Food / Safety Officer / Primary Authority Officer (Full-Time)
Food Safety Officer (Full-Time)

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

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

Eville & Jones Ltd provide the Official Veterinary Surgeon services at the border control post at East Midlands Airport. The Lead Official Veterinary Surgeon (OVS) is Patrik Vazan. Madalina Tudorie is a part-time OVS.

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 Organic 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 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 open for business on a full-time basis (Monday to Friday 9am until 5pm. As a significant proportion of tasks are able to be carried out remotely, the BCP is not permanently manned.

- 3.4.1 There are 1011 food establishments known to the team in the district. These comprise of:

4%	Manufacturers
4%	Distribution / Importer / Exporter
19%	Retailers
73%	Caterers

Of these there is 1 dairy product manufacturer and 1 cold store which has 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 2024 the profile of premises within the district was:

Category	Number	Intervention Frequency
A (high risk)	3	At least every 6 months
B (high risk)	24	At least every 12 months
C (medium risk)	120	At least every 18 months
D (medium risk)	375	At least every 2 years
E (low risk)	423	A programme of alternative enforcement strategies at least every 3 years
Unrated	66	
Total registered food establishments	1011	

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 2024/2025

4.1 Programmed Food Hygiene Inspections

4.1.1 Intervention Programme

The following table displays the food premises risk category and the number of premises due, as of 1 April 2024, that are required to be inspected by 31 March 2025. This number also includes any outstanding food inspections due before 31 March 2024.

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 2024/25	Carried forward from previous year	Total Programmed 2024/25
A	3	0	3
B	24	0	24
C	60	4	64
D	183	15	198
E	111	108	219
Unrated	66	-	66

Total	447	127	574
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Priority will be given to establishments within risk category A, B, unrated and non broadly compliant* C and D. It is estimated that 30% of establishments will receive one or more revisits. In addition to the above programme, all new food establishments will receive an initial inspection.

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

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 four 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 dairy products, in-flight catering, the inspection of imports of products of animal origin and high-risk foods of non-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 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 Avolta (formally HMS Host UK Limited).

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 compliant business.

In 2024/25 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, Leicestershire & Rutland Business Gateway advice line or website.

4.5 **Sampling Programme**

4.5.1 **Food Sampling**

Council Policy: **“to take part in National and Local Food Sampling Programme.”**
The food items which form part of this programme are selected by the 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.

The number of samples that can be submitted for examination free of charge is allocated by the UK Health Security Agency (UKHSA).

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 2024/25

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 2024/25.

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 years’ figures it is estimated that the team will receive in the range of 40-60 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 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 years' 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 checks that the business is registered with the Council and that it is satisfied with the food hygiene standards before issuing the certificate.

Based on previous years' 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 (BCP) at East Midlands Airport (EMA). The BCP is subject to audits and verification visits by Animal and Plant Health Agency (APHA).

The OVSs 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)

Illegal fishing has environmental, social and economic impacts. Europe wide import controls, introduced by the EC in 2008 and retained in UK legislation from 1st January 2021, aim to cut out Europe and the UK as a market for illegal fish. In order to prove that an imported consignment is compliant with regulations, it must be accompanied by a catch certificate. Checking catch certificates at East Midlands airport is the responsibility of the food team within Environmental health.

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

Controls are in place under UK law to make sure products imported into Great Britain meet GB standards.

The BCP at EMA is approved to handle food products for human consumption not requiring temperature control and chilled and feed and other products not for human consumption both not requiring temperature control and chilled.

The officers of the food safety team are responsible for checking all 'high risk' foods of non-animal origin from a rest of the world country entering GB via the border control post.

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

4.9.4 **Organic Products**

Controls are in place to check that organic products imported into GB are compliant with organic production standards. Importers of consignments of organic products must submit the require documentation to the food team within Environmental health for checking prior to importation.

4.9.5 **Surveillance**

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

Each of the importers / ETSF and transit shed operators that do not currently handle foodstuffs will be contacted periodically to ensure that the database remains up to date.

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 surveillance tool.

4.9.6 **Sampling**

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

4.9.7 **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.

Once again the Council will be communicating the key messages as suggested by the Food Standards Agency 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) in accordance with 'The Brand Standard'. The scheme provides consumers with information regarding the hygiene standards identified in food establishments at the time of the last intervention.

Council Policy: **“To communicate and issue a food hygiene rating in accordance with the brand standard. Officers have discretion over the timing of the issue of the rating.”**

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.

Food Hygiene Rating Scheme – appeal applications, Re-score visit applications and Right to Reply requests will be processed in accordance with the brand standard.

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, Timber 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
- 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 Uniform user group

5. RESOURCES

5.1 Financial Allocation

The budget for the provision of the food safety service is £331,095. 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 = 0.2 FTE (Imported foods= 0.1FTE) (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) – This post is currently filled by an interim part-time Team Leader.

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 (Unregistered) – 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)

Food / Safety Officer (Part time – 18.125 hours) – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. 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 Avolta UK Limited (HMS Host).

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 Review 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 performance review 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.
- 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 month there is a team meeting where specific issues are discussed with the Food Team.

8. REVIEW 2023/2024

8.1 Review against the Service Plan

8.1.1 Programmed Inspections (Inland)

Risk Category	Total Programmed 2023/24	Interventions remaining due on 31 March 2024	% completed
A	2	0	100%
B	17	0	100%
C	92	4	96%
D	181	15	92%
Total	292	19	93%
E (outside of statutory inspection programme)	232	108	53%
Unrated	37	66	100% - All 37 due at start of year were completed. 66 new businesses await inspection

100% of inspections programmed at high risk food establishments (risk category A and B) were completed.

93% (273 of 292) of the full statutory inspection programme (risk category A to D) was completed.

In addition to the statutory inspection programme, 124 of the 232 food establishments rated as low risk (risk category E) received an inspection or alternative enforcement strategy.

On 1 April 2023, the complete intervention programme consisted of 561 interventions. On 31 March 2024, 193 interventions remained outstanding/due.

8.1.3 Food Hygiene Service Requests

	2020/21	2021/22	2022/23	2023/24
Food Hygiene Service Requests including drainage	37	50	51	53
Regarding problems with pests and rubbish	3	3	1	4
Total	40	53	52	57

8.1.4 Food Complaints

	2020/21	2021/22	2022/23	2023/24
Foreign bodies in food	13	14	15	8
Mouldy foods	4	3	4	10
Chemical issues	5	0	0	0
Labelling of food	0	1	4	1
Allergy related	0	5	5	2
Total	22	23	28	21

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.

	2020/21	2021/22	2022/23	2023/24
Requests for food safety advice	136	117	72	56

8.1.6 Sampling

	2019/20	2020/21	2021/22	2022/23	2023/24
Food Samples - Total	17	0	0	0	7
Food Samples - unsatisfactory (number)	3	0	0	0	0
Environmental Samples - Total	5	0	0	0	0
Environmental Samples - unsatisfactory (number)	3	0	0	0	0

Private Water Supply Samples - Total	7	8	8	9	11
Private Water Supply Samples - % unsatisfactory	43% (3)	25% (2)	0% (0)	0% (0)	18% (2)
Large Public Event Samples - Total	27	0	15	4	0
Large Public Event - % unsatisfactory	0	0% (0)	13% (2)	0% (0)	0% (0)

8.1.7 Infectious Disease

	2020/21	2021/22	2022/23	2023/24
Reported suspected food poisoning cases	18	32	33	24
Infectious Disease notifications	14	26	27	31
Most common disease and number	Giardia - 6	Crypto – 10	Salmonella - 10	Crypto – 12

8.1.8 Responding to National & Serious Localised Food Safety Incidents

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

8.1.9 Border Control Post (POAO)

Year	Catch (exemption) Certificates Issued	Total consignments CHED	Fish	Other POAO products	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

2023/24	211	610	80	530	465	76
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8.1.10 Imported High-Risk Foods of Non- Animal Origin

The table below lists the number and nature of consignments categorised as high-risk foods of non-animal origin handled at the border control post at East Midlands airport.

	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 Kong (1)	5
2022/23	15	Tea – China (7) Hazelnuts – Turkey (1) Pistachio – (1) Peanuts – USA (3) Pepper (2) Melon seeds (1)	12
2023/24	34	Tea – China (19) Mushrooms – Turkey (2) Hot Sauce – China (1) Pepper – India (1) Figs – Turkey (1) Hazelnuts – Turkey (2) Melon/Egusi seeds – Nigeria (1) Rice Noodles – China (1) Peanuts – USA (5) Pistachio – Iran (1)	30

8.1.11 Surveillance of flight manifests

A risk-based programme of surveillance was carried out in 2023/24 to identify any foodstuffs subject to import controls.

An enhanced level of surveillance was carried out during September, October, November and December 2023 as a result of a grant from the Food Standards Agency.

264 flight manifests were checked during the reporting period.

Summary of the outputs from manifest checks -

- 78 commercial shipments of restricted commodities were found.
- 86 commercial shipments of potentially restricted commodities with a generic description were found.
- 135 private shipments of potentially restricted commodities with generic description were found.

More effective engagement with carriers at East Midlands airport, Trading Standards and Border Force, the enhanced manifest surveillance and education of carriers, resulted in a border control post throughput increase of more than 400% in 2023 compared to 2022. In other words, the protection/biosecurity of the borders at East Midlands Airport has increased by more than 400% in 2023.

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
2023/24	80	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.

0 seizures of illegal pork were carried out.

8.1.14 Liaison with Other Organisations

During 2023/24 the following liaison took place:-

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

East Midlands Airport Multi-agency Port health Meeting: This group did not meet.

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

8.1.15 Education and 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 permanent full-time Primary Authority/EHO post was vacant for three months. A permanent full-time Environmental Health Team Leader post was vacant from November to April. A part-time temporary Team Leader was appointed.

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	465
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	1
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

100% of interventions due at high risk establishments (within risk categories A, B) were completed.

The number of food establishments less than broadly compliant with food hygiene law reduced from 13 on 1 April 2023 to 9 on 1 April 2024.

The percentage of food establishments achieving a hygiene rating of 5 (very good) using the National Food Hygiene Rating Scheme was 81% on 1 April 2024.

8.6 **Issues for 2024/25**

- To effectively prepare for the introduction of a new imports' regime following publication of the target operating model
- To appoint to the vacant Environmental Health Team Leader post
- To complete a review of food operational procedure notes
- To undertake a review of officer authorisations
- To undertake a review of the food law enforcement policy