

FOOD SAFETY
ENVIRONMENTAL HEALTH
SERVICE DELIVERY PLAN 2026-2027



FOOD SAFETY SERVICE DELIVERY PLAN 2026-2027

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FOOD SAFETY SERVICE DELIVERY PLAN 2026-2027

1.0 INTRODUCTION

The Framework Agreement on Official Feed and Food Controls by Local Authorities requires each Food Authority to identify its strategy and the resources required to fulfil its Food Safety function each year in the form of a Food Service Delivery Plan.

The Food Service Delivery Plan 2026-2027 is contained within this report and includes a review of the food safety activity carried out in 2025-2026, as required. This plan provides the basis on which the authority will be monitored and audited by the Food Standards Agency.

All Local Authorities are required to produce a Food Service Delivery Plan to:

- Set out their commitment to food safety and allocate sufficient resources to food service functions;
- Outline the measures that will be taken to safeguard food safety in the forthcoming financial year; and
- Review data from the previous year.

2.0 AIM AND OBJECTIVES OF THE 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 at food establishments (inland and at the 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 priority of 'Communities - keeping our communities safe'.

2.4 Performance Indicators

| Indicator | Target |
|---|--------|
| Percentage of food establishments rated as very good (rating 5) using the national food hygiene rating scheme | 81% |
| Percentage of overdue food interventions for unrated businesses registered in 2023, 2024 and 2025 – official control | 100% |
| Percentage of due and overdue food interventions completed for unrated businesses registered in 2026 – official control | 50% |
| Percentage of due food interventions completed at food establishments within risk category A, B, C – official control | 100% |

2.5 Service Standards

All service users can expect and will receive a timely and professional response. Officers will identify themselves by name in all dealings with service users. Officers will carry identification cards. Service users will be informed of the name and telephone number of the officer who is dealing with them. All service requests will receive a response; however, anonymous requests may not be dealt with.

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

Within 24 hours

Vermin in food premises.
Food poisoning outbreak.
Situations likely to result in an imminent risk to health.

IUU – catch certificates.

Within three days

Imported food enquiries – requests for advice.
Inspection of imported food at EMA.
All other food hygiene related complaints.
Case of suspected food poisoning.

Within five days

Mouldy food complaint.
Confirmed cases of all other food related illness or communicable disease.
Collection of a food complaint.
Organics.

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 Public Protection Team Manager.

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

3.0 BACKGROUND

3.1 Profile of the Authority

North West Leicestershire District Council serves an estimated population of 104,705 (2021 Census, ONS) and covers an area of 27,933 hectares. It is a predominantly rural district with two 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 comprises 38 Councillors elected every four years. All Councillors meet 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 Community Services. The team is managed by the Public Protection Team Manager. In addition, the following staff contribute to the Food Safety Service:

- One Environmental Health Team Leader
- Three Environmental Health Officers
- Two Food Safety Officers
- One Official Veterinary Surgeon

Support is provided to the service by a Business Support Assistant.

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).

Eville and Jones Ltd provides the Official Veterinary Surgeon services at the Border Control Post at East Midlands Airport (EMA), which consists of one lead and one part-time Official Veterinary Surgeon.

3.3 Description and Scope of Service

| Proactive | Reactive |
|---|---|
| Programmed inspections Programmed surveillance visits Food sampling (including imported foods) Water sampling Flight manifest checks (imported food) Advice / Coaching | Food hygiene complaints Food complaints Food poisoning investigations/outbreaks Food alerts / Incidents Food Import enquiries Catch certificates Export certificates Organics certificates New Business enquiries 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 8.45am to 5.00pm Monday, Tuesday, Wednesday and Friday, and 9.30am to 5.00pm on Thursday. Officers from the Food Team operate a hybrid working model and work normal office hours, as the need arises.

The border control post situated at EMA is open for business on a full-time basis (Monday to Friday, 9.00am to 5.00pm). As a significant proportion of tasks are able to be carried out remotely, the BCP is not permanently manned.

- 3.4.1 There are 1076 food establishments registered with North West Leicestershire District Council.

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

These range from small and medium-sized businesses to large establishments. This includes five premises which require specific approval under Regulation 853/2004.

One dairy product manufacturer
 One rewrapping premises
 Three cold stores

- 3.4.2 EMA is situated in the district. The Border Control Post (BCP) at EMA is managed by the Environmental Health Team with support from Eville and Jones who provide the Official Veterinary Surgeon service.
- 3.4.3 Food safety activities are undertaken in line with the 'Better Regulation Agenda' (Regulatory Enforcement and Sanctions Act 2008) being proportionate, accountable, consistent, transparent and targeted. The Act places emphasis on providing advice and guidance to food businesses in addition to firm but fair enforcement.

3.5 Food Premises Profile on 1 April 2026

| Category | Number | Intervention Frequency |
|--------------------------------------|--------|--------------------------------|
| A (high risk) | 2 | At least every 6 months |
| B (high risk) | 29 | At least every 12 months |
| C (medium risk) | 123 | At least every 18 months |
| D (medium risk) | 333 | At least every 2 years |
| E (low risk) | 398 | At least every 3 years |
| Unrated | 187 | Within 28 days of registration |
| Total registered food establishments | 1072 | |

All food establishments are categorised according to their intervention frequency in accordance with the Statutory Food Law Code of Practice. This determines the required frequency of food hygiene intervention. These figures do not account for those businesses which have not registered with the authority and are unknown.

3.6 Enforcement Policy

The Food Service Delivery Plan should be read in conjunction with the North West Leicestershire District Council's Enforcement Policy and Food Law Enforcement Policy. The principles of good enforcement set out in the Regulators' Code, the context of which, are accounted for in these policies.

4.0 SERVICE DELIVERY 2026-2027

4.1 Food Premises Intervention

The following table displays the food premises risk categories and the number of premises due on 1 April 2026. This includes outstanding food inspections from the previous financial year that were due before 31 March 2026.

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 2026/2027 | Carried forward 2025/2026 | Total Programmed 2026/2027 |
|---------------|---------------------------|---------------------------|----------------------------|
| A | 2 | 0 | 2 |
| B | 25 | 2 | 27 |
| C | 73 | 17 | 90 |
| D | 165 | 22 | 187 |
| E | 81 | 19 | 100 |
| Unrated | n/a | 187 | 187 |
| Total | 346 | 247 | 593 |

Intervention Policy

| Category | Planned Intervention |
|--|---|
| A (non-compliant) B (non-compliant) C (non-compliant) D (non-compliant) | Full/Partial inspection/audit Full/Partial inspection/audit Full/Partial inspection/audit Full/Partial inspection/audit monitoring / verification / official sampling or education/advice/ coaching |
| A (compliant) B (compliant) C (compliant) | Full/Partial inspection/audit Full/Partial inspection/audit Full/Partial inspection/audit Or Monitoring / verification / official sampling |
| D (compliant) | Full/Partial inspection/audit monitoring / verification / official sampling or education/advice/ coaching |
| E (compliant) Unrated | Alternative Intervention Strategy Full/Partial inspection/audit |
| Non food ETSF / Importers | Telephone questionnaire Liaison with UKBF |

4.1.1 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.

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

All complaints are assessed; complaints are investigated on a health risk basis.

4.2.1 Food Hygiene Service Requests

Council procedure: **“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.

4.3 Primary Authority

Council procedure: **“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 currently does not have any Primary Authority partnerships.

4.4 Support and Advice to Business

Council procedure: **“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 businesses.

The following food safety support is available to businesses:

- Officers provide Food Safety advice during routine food hygiene inspections and complaint visits.
- Food Safety advice is available on the Council’s website and the Food Standards Agency website.

- Businesses are routinely signposted to the LLEP Business Gateway advice line and website.
- Electronic advice leaflets are provided at the time of business registration.

4.5 Sampling Programme

4.5.1 Food Sampling

Council procedure: **“to take part in the 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. 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, outbreak investigation or imported food surveillance.

Using sampling as an Official Control intervention is highlighted in the Statutory Food Law Code of Practice. Some samples may be sent to the Public Analyst for analysis. The authority is charged for this service.

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

4.5.2 Water Sampling (Commercial Premises & Aircraft)

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

Council procedure: “to periodically audit the sampling and monitoring programme in place to ensure the quality of water on-board aircraft at EMA.”

However, this work is currently suspended, and the service is awaiting further updates from the UK Health Security Agency as to when this will be reinstated.

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 Council has a statutory duty to risk assess private water supplies within its district, excluding those serving single dwellings or where requested by the supply owner. It will then conduct a sampling programme based on the risk assessment.

Sampling Programme 2026/2027

Two of the three large supplies will be sampled twice during the year.
One of the three large supplies will be sampled once during the year.
One small supply will be sampled every five years.
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 procedure: **“to investigate all food borne diseases.”**

The Service 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).

These notifications are investigated on a risk basis. Due to volume, notifications of campylobacter are not investigated.

4.7 National Food Safety Incidents

Council procedure: **“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 for Action are referred for the urgent attention of relevant authorised officers.

4.8 Food Export Health Certificates

Export Health Certificates are issued to food businesses that wish to export certain foodstuffs from Great Britain to European Union countries and other non-EU countries. They are provided to help local exporters meet food safety requirements. The team checks that the business is registered with the Council and that the food hygiene standards are satisfactory before issuing the certificate.

4.9 Imported Foods at Point of Entry (EMA)

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

The service manages and operates the border control post (BCP) at EMA. The BCP is subject to audits and verification visits by Animal and Plant Health Agency (APHA).

The OVS inspects all other products of animal origin entering Great Britain 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 1 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 EMA is the responsibility of the Food Team within Environmental Health.

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 Food Safety Team is responsible for checking all 'high-risk' foods of non-animal origin from the rest of the world entering Great Britain via the border control post.

4.9.4 Organic Products

Controls are in place to check that organic products imported into Great Britain comply with organic production standards. Importers of consignments of organic products must submit the required 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 auditing 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 EMA Port Health Group was established. Membership of this group includes UKHSA, North West Leicestershire District Council, EMA and UK Border Force.

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

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

Regular communication with Border Force is in place.

4.10 **Other interventions**

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

Key messages are communicated as suggested by the Food Standards Agency during National Food Safety Week and via the Christmas Food Safety Campaign.

4.11 **Food Hygiene Rating Scheme**

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.”**

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. Broadly, the three areas assessed are:

- Hygiene (safe practices)
- Structure (including cleanliness)
- Confidence in Management (documented food safety procedures including allergen management).

The Food Standards Agency’s ratings website features all inspected food businesses, subject to status, and those awaiting inspection.

Safeguards are in place for businesses operating under the Food Hygiene Rating Scheme, in that all appeal applications, re-score visit applications and Right to Reply requests will be processed in accordance with the brand standard.

The data is managed by the Environmental Health Safety Team on an ongoing basis, and a data upload is carried out a minimum of every 14 days.

The display of Rating Stickers is currently discretionary in England.

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.

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**

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
- EMA 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

5.0 **RESOURCES**

5.1 **Financial Allocation**

The budget for the provision of the food safety service is £376,330. The general expenses incurred by the service such as training, salaries and administrative costs are budgeted for as part of the budget for Environmental Health.

5.2 **Staffing Allocation**

It is the Council's policy to authorise officers appropriately in accordance with their qualifications and experience having regard to the Statutory Food Law Code of Practice.

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 Public Protection Team Manager based on the recommendation of the lead officer for food safety.

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

Public Protection Team Manager – The post holder is not an Environmental Health Officer but has management responsibility for the following functions: food hygiene, health and safety, port health, pest control, animal welfare, licensing and environmental protection functions, private sector housing, noise and pollution, and environmental crime.

Environmental Health Team Leader- The post holder is an Environmental Health Officer who supervises the operational work of the team and undertakes food safety work. Food-related work = 0.5 Full Time Equivalent (FTE) (imported foods = 0.05 FTE).

Environmental Health Officer– The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. Food related work = 0.7 FTE (Imported foods= 0.2 FTE)

Environmental Health Officer– The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. 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)

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 = 0.05 FTE)

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 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 undertake a minimum of ten hours Core Professional Development per year.

6.0 **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 Public Protection Team Manager and Environmental Health Team Leader monitor team performance against the Service Delivery Plan on a quarterly 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 Environmental Health Team Leader.
- Statutory notices are peer reviewed prior to service. Officers are responsible for the monitoring and enforcement of notices including the prosecution of offenders.
- Monitoring of service requests will be carried out by the Environmental Health Team Leader.
- Periodically customer satisfaction surveys will be carried out. The Environmental Health Team Leader will receive all completed customer satisfaction forms and will reply to any questionnaires requesting a response.

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.

7.0 COMMUNICATION

7.1 Communication within the Team

7.1.1 Every month the Public Protection Team Manager meets with the Head of Community Services.

7.1.2 Every month the Public Protection Team Manager meets with the Environmental Health Team Leader 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 Environmental Health Team Leader 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.

8.0 REVIEW OF 2025/2026

8.1 Programmed Inspections

| Risk Category | Total Programmed 2025/26 | Interventions remaining due on 31 March 2026 | % completed |
|----------------------|---------------------------------|---|--------------------|
| A | 1 | 0 | 100% |
| B | 16 | 2 | 89% |
| C | 145 | 17 | 90% |
| D | 362 | 22 | 94% |
| E | 420 | 19 | 96% |
| Total | 944 | 60 | 94% |
| Unrated | 71 | 187 | n/a |

8.1.1 Food Hygiene Service Requests

| | 2023/24 | 2024/25 | 2025/2026 |
|--|---------|---------|-----------|
| Food Hygiene Service Requests including drainage | 53 | 66 | 46 |
| Regarding problems with pests and rubbish | 4 | 5 | 8 |
| Total | 57 | 71 | 54 |

8.1.2 Food Complaints

| | 2023/24 | 2024/25 | 2025/2026 |
|------------------------|---------|---------|-----------|
| Foreign bodies in food | 8 | 9 | 14 |
| Mouldy food | 10 | 3 | 7 |
| Chemical issues | 0 | 2 | 0 |
| Labelling of food | 1 | 1 | 2 |
| Allergy related | 2 | 1 | 3 |
| Total | 21 | 16 | 26 |

8.1.3 Advice to Businesses

The Safety Team and Customer Contact Centre gave advice over the telephone to customers.

| | 2023/24 | 2024/25 | 2025/26 |
|---------------------------------|---------|---------|---------|
| Requests for food safety advice | 56 | 89 | 73 |

8.1.4 Sampling

| | 2023/24 | 2024/25 | 2025/26 |
|---|---------|--------------|---------|
| Food Samples - Total | 7 | 0 | 9 |
| Food Samples - unsatisfactory (number) | 0 | 0 | 0 |
| Environmental Samples - Total | 0 | 21 | 0 |
| Environmental Samples - unsatisfactory (number) | 0 | 4 | 0 |
| Private Water Supply Samples - Total | 11 | 0 outsourced | 0 |
| Private Water Supply Samples - % unsatisfactory | | 0 outsourced | 0 |
| Large Public Event Samples - Total | 0 | 0 | 0 |
| Large Public Event - % unsatisfactory | 0% (0) | 0 | 0 |

8.1.5 Infectious Disease

| | 2023/24 | 2024/25 | 2025/26 |
|--|---------|---------|---------|
| Reported suspected food poisoning cases | 24 | 42 | 21 |
| Infectious Disease notifications (confirmed) | 31 | 27 | 25 |

8.1.6 Border Control Post

| Year | Catch Certs / Icelandic Fish | Total consignments CHED | Fish (other) | Other POAO products | Total Rejected | % Rejected | Enquiries |
|---------|------------------------------|-------------------------|--------------|---------------------|----------------|------------|-----------|
| 2023/24 | 211 | 604 | 80 | 524 | 440 | 73 | 245 |
| 2024/25 | 376 | 27 (CHED Ds) | 158 | 9204 | 306 | 3% | 286 |
| 2025/26 | 437 | 27 (CHED Ds) | 744 | 6918 | 615 | 7.5 | 72 |

8.1.7 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 EMA.

| | Number of consignments presented | Number cleared |
|---------|----------------------------------|----------------|
| 2023/24 | 34 | 30 |
| 2024/25 | 27 | 25 |
| 2025/26 | 27 | 16 |

8.1.8 Surveillance of flight manifests

An enhanced level of surveillance was carried out during September, October, November and December 2025 by the Official Veterinarian Service as a result of a grant from the Food Standards Agency.

210 flight manifests were checked during the reporting period.

Summary of the outputs:

- 64 commercial shipments of restricted commodities were found.
- 125 commercial shipments of potentially restricted commodities with a generic description were found.
- 92 private shipments of restricted Product of animal origin commodities were found.

- 212 private shipments of potentially restricted commodities with generic description were found.

8.1.9 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 | 90 | 2 |
| 2024/25 | 90 | 3 |
| 2025/26 | 54 | 2 |

8.1.10 Liaison with Other Organisations

During 2025/2026 the following liaison took place:-

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

EMA Multi-Agency Port Health Meeting.

Leicestershire CIEH Environmental Health Managers Group.

Leicestershire Better Business for All Steering Group / Partnership.

UK Health Security Agency Group.

EMA – Port Health Authorities Capability Delivery Forum – The Environmental Health Team Manager attended the fortnightly meetings.

Event Safety Advisory Groups

Leicestershire County Council Trading Standards

Bi-weekly and monthly meetings with Food Standards Agency imports team, freight carrier such as DHL, Fedex, UPS, and Border Control management.

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

National Food Hygiene Rating Scheme

The food hygiene rating scheme was promoted.

8.2 Staffing Allocation

A full-time Team Leader post has been recruited.

8.3 Food Hygiene Training Undertaken by Staff

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

8.4 Enforcement Action Taken

| | |
|---|-----|
| Hygiene Improvement Notices | 2 |
| Voluntary Closures | 4 |
| 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 BCP | 615 |
| Enforcement Notices (Regulation 32(6)) under The Trade and Related Animal Product Regulations – Introduced in breach of regulations | 1 |
| Regulation 32 Notices under Official Feed and Food Controls (England) Regulations | 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 |

9.0 FORWARD PLANNING FOR 2026/2027

There are varying demands which impact on the delivery of the food safety service and ensuring that the statutory inspection targets are met.

Enforcement

The service has seen a recent increase in premises requiring additional support to meet minimum statutory food law requirements. As a result, enforcement activity has also increased and is expected to continue into 2026/2027.

Unrated food premises

There is currently a backlog of unrated new food business registrations, and it is anticipated that this may extend beyond the current financial year. Inspections will be prioritised using a risk-based approach, followed by chronological order.

Changes to Category D non-official controls

Recent changes to the Food Law Code of Practice have provided the service with capacity to inspect the backlog of unrated premises. On an alternating basis, Category D premises can alternate between official controls (inspections) and non-official controls (remote activities).

Border Control Post

The service awaits confirmation on EU/UK trade deals and the impact on imported food enforcement and the Environmental Health Service.

Other

To undertake a review of officer authorisations following permanent recruitment to the Public Protection Team Manager post.

To undertake a review of the food law enforcement policy.

To undertake a review of food operational procedure notes.