

COMMUNITY DIVISION

SERVICE PLAN FOR FOOD LAW ENFORCEMENT 2022-23

**Drawn up in accordance with the
Food Standards Agency Framework Agreement**

For approval by Licensing & Protection Committee 29 June 2022

June 2022

INTRODUCTION

This is Huntingdonshire District Council's Food Safety Service Plan. It covers all the elements of food safety and hygiene for which the Council has statutory responsibility.

The requirement to have a Service Plan is laid down by the Food Standards Agency (FSA) in its *Framework Agreement on Official Feed and Food Law Controls by Local Authorities, 2010, Amendment number 5*. One of the FSA's aims is to make Local Authorities' delivery of official controls effective, risk-based, proportionate and consistent.*

This Service Plan outlines how Huntingdonshire District Council aim to deliver official food law controls in 2022-23. Any references to work delivered in 2021-22 are based upon data recorded between 1 April 2021 and 31 March 2022. The references to programmed work for 2022-23 are based on predictions made from the risk rated premises database on 31 March 2022.

** Framework Agreement on Official Feed and Food Law Controls by Local Authorities, 2010, Amendment number 5*

EXECUTIVE SUMMARY

AIMS AND OBJECTIVES

The overall aim of the service is to work with businesses and consumers to secure the production, distribution and service of safe and wholesome food within Huntingdonshire. The plan is linked to Huntingdonshire District Council's Corporate Plan 2018 – 2022 which strives to support a safe and healthy environment, deliver economic growth and provide value for money services for the people of Huntingdonshire. Covid 19 has impacted greatly on the service over the previous two years and continues to do as the regulatory delivery is restarted in line with the FSA's Local Authority Recovery Plan.

These are the key objectives which contribute to the overall aim of the plan:

- Planned and reactive inspections of registered and approved food establishments in line the FSA's Local Authority Recovery Plan, dealing with the highest risk overdue inspections and new businesses first.
- The investigation of service requests and complaints relating to food and food premises.
- The submission of samples of food and water and environmental swabs for analysis following the UK Health Security Agency's (UKHSA) targeted studies.
- The investigation of cases and outbreaks of food-borne and food poisoning illnesses.
- Delivery of the Food Hygiene Rating Scheme.
- Promotion of key messages for consumer safety.

A balanced programme of work is proposed for 2022-23 which incorporates a full range of official food controls. Due to the nature of the service some interventions are carried out during evenings and weekends. The plan is based upon the service being fully staffed. This plan will incorporate the recovery plan implemented to address the backlog of food inspections created by Covid 19 pandemic.

DEVELOPMENT PLAN

The following developments are planned during 2022-23. This work is in addition to the proactive and reactive work undertaken as part of the normal daily workload. It is linked to the objectives and outcomes identified in the Corporate Plan and any regional or national strategies.

- The new Environmental Health and Licensing Management system went live in April 2021. The system is being used but work is ongoing to get the most out of the system and embed it fully into everyday work, there are still issues with reporting and accuracy of migrated data to work through.
- Now the system is live Standard Operating Procedures (SOPs) will need to be updated to align with the new system and remote working initiatives.
- The Community Service is currently operating under an interim structure and once a permanent structure is in place this will also need to be reflected in the SOPs.
- Review our programme of training courses in light of the broader acceptance of online training to help food businesses comply with food hygiene requirements and to help them achieve the highest possible food hygiene rating for their business. Investigate the

viability of the reinstatement of classroom training courses.

- Continue to integrate the FSA's Online Registration system for all food businesses into the Environmental Health and Licensing Management system. The system went live in 2021 after delays following Covid 19.
- We will continue to provide data to the FSA on food business registrations to inform the development of their policies and path towards modernisation of the food hygiene delivery module.
- As the transition of European legislation into UK law continues, continue to ensure staff are trained and businesses are kept up to date via direct contact, social media and HDC website.
- Promote the service as widely as possible collaborating with the Communications Team to use all available media outlets and support any relevant national strategies such as the FSA's National Food Safety Week.
- Publish a newsletter for food businesses to promote good practice and provide relevant guidance and information.
- Continue to undertake official controls (including proactive food hygiene inspections) in line with the requirements of the Foods Standards Agency code of practice.
- We will actively implement any new guidance issued by the FSA regarding allergens.
- Continue to provide a reactive food hygiene service responding to the concerns of residents of Huntingdonshire, the customers of Huntingdonshire food businesses and new challenges such as food poverty and scarcity of certain foods.

SECTION 1: FOOD SAFETY SERVICE - AIMS AND OBJECTIVES

1.1 Aims and Objectives

The overall aim of the service is to ensure that food placed or intended to be placed on the market for human consumption which is produced, stored, distributed, handled or purchased within Huntingdonshire is without risk to public health or the safety of the consumer. This is fulfilling our statutory duty under the Food Safety Act 1990 and the Food Hygiene and Safety (England) Regulations 2013. There are several key objectives which contribute to the delivery of the overall aim.

- The delivery of a programme of inspections and other interventions in accordance with the FSA's Code of Practice
- To respond to complaints and requests for service in accordance with any internal service standards
- To respond to any FSA Food Alerts for Action (FAFA) subject to available resources

1.2 Links to Corporate Objectives and Plans

The Service Plan supports the Council's Corporate Plan 2018-22 and is appended to the overarching Service Plan for the Council's Community service area. It is acknowledged that the Corporate Plan is being updated but the 2018-22 plan remains the current published plan. It contributes to several of the Strategic Objectives, with particular reference to the following:

Create, protect and enhance our safe built environment – dealing with significant breaches of food safety requirements which have the potential to put the public at risk

Develop more resilient communities to help people help themselves – the provision of information and advice to businesses and to the wider public ensures that those businesses who achieve compliance are rewarded and the public can use this information to inform their decisions on where to eat

Accelerate business growth and remove barriers to growth – the provision of compliance advice to new and emerging businesses in order to help them “get it right first time”. Signpost businesses to other teams such as Economic Development where they can obtain advice and guidance on growth.

Become a customer focused organisation – dealing with new and established businesses in an advisory and educative way in order to build sustainable and trusting relationships at an early stage (see 3.5) and maintain these to ensure compliance throughout the lifecycle of the business.

SECTION 2: BACKGROUND

2.1 Authority Profile

- 2.1.1 Covering almost 360 square miles and situated in the valley of the Great Ouse, the District of Huntingdonshire forms the most westerly part of Cambridgeshire. It is the largest district in the County by both land area and population. The 2021 population is estimated to be 182,420 and is forecast to grow to 212,200 by 2036 (data from Cambridgeshire Insight).

2.1.2 The main centres are the market towns of Huntingdon, St Neots, St Ives, Yaxley and Ramsey. A large proportion of the district is rural, with village settlements providing the main population centres and facilities outside the market towns.

2.1.3 The employment rate in the district is 77.4% with 79% of people being economically active (1 January 2021 – 31 December 2021) 98% of businesses are classified as small or micro (2021) (Office for National Statistics; nomis UK).

2.2 Organisational Structure

2.2.1 The food safety service is one of the services provided by specialist officers within the Community service area. Community is currently operating an interim structure and the officers undertaking the work covered by this service plan currently report to the Environmental Health Team Leader. The Environmental Health Team Leader reports to the interim Community Service Manager who reports to the Chief Operating Officer.

2.2.2 The Environmental Health Team Leader is responsible for the day to day management and co-ordination of the food safety service supported by a Lead Food Officer acting as the technical expert on food safety related matters.

2.2.3 There are six officers in the Business Team with specific responsibility for the delivery of the food safety service of which 4.8 FTE is allocated to food safety or approximately 85% of the teams available time. The officers are a combination of Environmental Health Officers, Environmental Health Protection Officers and a Graduate Environmental Health Officer.

2.2.4 Each officer has been allocated a specific geographical area which contains a diverse range of food businesses. The number and type of businesses is consistent with the officer’s knowledge and experience. There is a “buddy” system in place to ensure that at least two officers have some knowledge of specialist or unusual businesses.

2.2.5 The service uses several agencies and companies to support the delivery of official food controls. These are summarised in the table below.

Table 1: Provision of External Services

Name of Organisation	Type of Service	Frequency of Service
UK Health Security Agency and East of England Health Protection Team, Thetford and Colindale	Microbiological food and water sampling and advice on infection and disease control	Weekly, as required
Anglian Water, Huntingdon	Chemical and microbiological water sampling	As and when required
Campden BRI	Food and foreign body/contaminant examinations and identifications	As and when required via annual subscription

Chartered Institute of Environmental Health (CIEH)	Information and advice. Materials for food hygiene courses	Weekly
Food Standards Agency (FSA)	Monitoring of performance, Information and advice	Daily Communication

2.3 Scope of the Food Service

2.3.1 The food safety service consists of the following elements

- Food safety advice and enforcement, proactive and reactive, including interventions, inspections, requests for service and working with businesses, including event organisers, other regulators and members of the public
- Provision of health certificates for exported foods which is anticipated to increase with Brexit
- Investigations and control of food poisoning and food-borne disease and other relevant infections as a result of information from businesses, members of the public and at the request of the Consultant in Communicable Disease Control (CCDC)
- Responding to food alerts and requests for action from the FSA and other regulatory bodies
- Sampling of food and water supplies
- Work with the colleagues in the wider Environmental Health team to investigate complaints about refuse, drainage and odour nuisance associated with food businesses
- Consultee for premises licences and planning applications.
- Remain prepared to undertake additional duties should it be required as part of any further HDC response to Covid 19 i.e. in the case of a new variant of concern

2.3.2 The officers undertaking the food safety service are also responsible for health and safety regulation and the smoking in public places legislation.

2.4 Demands on the Food Service

2.4.1 As of 1 April 2022, there are currently 1721 food businesses on the database, plus a number of business who have registered and are waiting to be added to the database. This is an increase of 57 food businesses over 2021-22. This figure includes home-based cake-making businesses, child-minders and businesses based outside of the district but which trade within it. It does not include businesses which only trade occasionally or temporarily within the district such as at Continental Markets or community events.

Table 2: Breakdown of food business in Huntingdonshire by FSA classification. Figures in brackets show 2021-22 data

Primary Producers (e.g. farms)	25 (34)
Manufacturers/Packers	58 (55)
Importers	4 (4)

Distributor/Transporters	63 (70)
Food Retailers	336 (261)
Caterers – restaurants, cafes, hotels, mobile traders, pubs, clubs and takeaways	1223 (1013)
Outside district	12 (62)
Total	1721 (1499)

2.4.2 Food businesses are inspected according to their inspection rating category. The highest risk businesses (category A) are the subject of an inspection, partial inspection or audit at least every 6 months whereas the lowest risk businesses (category E) are monitored using alternative enforcement approaches. New businesses are classified as “Unrated”. The breakdown of premises by inspection rating category is :-

Table 3: Breakdown of food premises by inspection rating category

	A	B	C	D	E	Unrated
As at 31/03/2021	5	53	304	451	492	119
As at 31/03/2022	4	46	333	481	713	132

2.4.3 Food hygiene regulations require certain premises which handle food products of animal origin to be approved by virtue of their nature, scale or complexity. Within Huntingdonshire there are eleven approved premises: five approved for meat products; three approved for egg packing; one for meat and fish; and two approved for dairy/composites.

2.4.4 There are three manufacturing businesses which regularly supply food to non-EU countries and which require an Export Certificate for each consignment. These arrangements support the businesses in question and have generated income of £12,240 during 2021-22, this is up from 2020-21 which was £8,500.

2.4.5 There has been an increase in export certificates to non EU countries but as yet no increase for certificates to the EU since Brexit. This is due to the low number of manufacturers in the district and currently there being no businesses that we are aware of which fall under the remit of the local authority for the export of meat/meat products. All officers have taken the Food Competent Certifying Officer (FCCO) training qualification. FCCO's are authorised by and act on behalf of Animal and Plant Health Agency (APHA) and must be employed by a Local Authority (LA). FCCOs act on behalf of APHA to certify certain Export Health Certificates (EHCs) to other countries.

2.4.6 The impact of Brexit is becoming clearer, however, legislation and guidance is still emerging relating to import controls and some of the controls due to be implemented in July 2022 have been postponed

2.4.7 There are also businesses that use complex equipment such as vacuum packing

machines and businesses carrying out complex processes such as sous-vide, cook-freeze and the curing of meat products. Suitably qualified and trained officers carry out interventions in businesses associated with specialist and complex processes and equipment.

2.4.8 Throughout the pandemic the work of the Food Service officers had realigned priorities and as the inspection programme paused following FSA guidance officers supported the NHS Test, Track and Trace scheme and implemented the various Coronavirus Regulations which placed restrictions on businesses. As we have moved to live with Covid and business as usual this work has now ceased although it is acknowledged the Food Service could be called on again to provide this support in future.

2.4.9 The Environmental Health team is based on the first floor of Pathfinder House, St Mary's Street, Huntingdon. Customers can contact officers in the following ways:

- In person or by telephone between 08:45 and 17:00hrs Monday to Thursday, 08:45 and 16:30hrs Friday (01480 388302)
- By fax on 01480 388361
- By email: EnvHealth@huntingdonshire.gov.uk or food@huntingdonshire.gov.uk
- Advice and information about good practice and the service is available on the Council's website.
- Since Covid the officers have adopted a combination of home and office work

Officers are not on standby outside office hours but arrangements have been made with the FSA, Cambridgeshire Constabulary and UKHSA so that officers can be asked to respond to major incidents and emergencies during evenings and weekends.

2.4.10 The following factors can have an impact on the delivery of the Service Plan:

- An outbreak of food poisoning or a work-related death as the same officers covering food safety also cover health and safety in the workplace.
- Major outdoor events during the course of a year which involve food safety, water and health and safety considerations. Preparation for such large-scale events can account for 60 - 80 hours of officer time, since the pandemic large events have restarted and there are a number of large events booked to take place in 2022-23 including one event for 30,000 attendees and another for 20,000 attendees.
- Officers may have to respond to FSA Food Alerts for Action. Some can be very time-consuming, particularly if they require action to be taken to identify and if necessary remove suspect or unsafe food from the food chain.
- There are three food businesses which regularly export food products to countries outside the EU. These products require an Export Certificate and additional checks may need to be carried out before the certificate is issued. 136 certificates were issued during the last year which has increased since Brexit, in 2020-21 90 certificates were issued.
- The implementation of changes to existing legislation, Codes of Practice, Government guidance and monitoring arrangements have resource implications for the service.
- The continuing impact of Covid 19 is a major issue for the overall delivery of the food safety programme, inspections were placed on hold and have now restarted with officers back to undertaking inspections in person and working through the

backlog focussing on highest risk and new businesses.

2.5 Enforcement Policy

- 2.5.1 In February 2018 Huntingdonshire District Council adopted a Corporate Enforcement Policy. This sets out its approach to proportionate, transparent, fair and effective regulation and enforcement, following the principles set down in the Regulators Code. This overarching framework is intended to provide customers with a clear understanding of the Council's approach to regulatory and enforcement activity.
- 2.5.2 In order to promote consistent and proportionate enforcement the service is an active member of Cambridgeshire and Peterborough Food and Safety Group. Senior officers represent the council at these meetings which seek to share best practice and liaise with wider partners. Task and finish groups are periodically set up to develop consistency exercises, training programmes or peer review models.

SECTION 3: SERVICE DELIVERY

3.1 Interventions at food businesses

- 3.1.1 These consist of the "official food controls" specified in the Food Law Code of Practice together with any other activities where the purpose is to monitor compliance with food hygiene law. There are around 864 A - D businesses that will require some sort of intervention during 2022-23. Progress will be reported on a quarterly basis.
- 3.1.2 The food hygiene intervention rating is used to determine the type of intervention that is suitable for that particular operation. Unannounced inspections are carried out at businesses in categories A, B, C and D unless they are based in a domestic premises. Category A and B interventions may comprise an inspection, partial inspection or audit at appropriate intervals. Category C premises will be assessed using either a full/partial inspection or audit, until they are deemed broadly compliant, once this is achieved planned interventions may alternate between the above and another type of official control. Category D premises will be subject to alternate official control and non-official controls unless they are also rated 30 or 40 for "type of food and method of handling" when they are restricted to a full/partial inspection or audit. Other official controls comprise food sampling, surveillance, verification visits and audits.
- 3.1.3 The Code of Practice allows local authorities to use Alternative Enforcement Strategies (AES) for Category E businesses. The AES approach typically involves the completion of a self-assessment questionnaire by the business. There are currently 608 out of 712 Category E businesses overdue, this is largely due to inspections stopping during the pandemic and the restart focussing on the highest risk premises.
- 3.1.4 Other interventions that are not official controls include education, advice, coaching at a food establishment and information and intelligence gathering.
- 3.1.5 There are approximately 142 businesses on the database at which the nature of the operation is either temporary, so low as to present little or no public health risk or unlikely to be viewed as a food business by the general public. These premises cannot be removed from the database but are excluded from the scope of the Food Hygiene Rating

Scheme. The available resources mean it is very unlikely that they will be inspected but they may be captured by AES approaches or visited in response to complaints.

- 3.1.6 Planned inspections do not include inspections of new businesses or those which change hands during the year. Nor do they include inspections of temporary or occasional businesses at markets, fairs or large public events.
- 3.1.7 Food businesses that fail to comply with significant statutory requirements must be subject to appropriate enforcement action and revisit(s). Such businesses will be identified by a compliance score of 15 or higher for hygiene and/or structure and/or a confidence in management score/control procedures score of 20 or higher as laid out in the Intervention Rating Scheme described in the Food Law Code of Practice.
- 3.1.8 The frequency at which businesses must be inspected is outlined in Chapter 5 of the Food Law Code of Practice December 2021. Information gathered at inspection is also used to determine the Food Hygiene Rating Scheme (FHRS) score. The FHRS is operated in accordance with the FSA Brand Standard May 2021. Businesses can appeal against their rating and can also request a rescoring visit (subject to the payment of a fee) after the inspection upon which their rating was based. During 2021-22 there have been 13 re-score requests, compared to 9 in 2020-21.
- 3.1.9 All officers who carry out official food controls are authorised in accordance with the Code of Practice.
- 3.1.10 Officers will also carry out spot checks at businesses if they have concerns or intelligence about the business or about a specific activity within a business. The outcome of a spot check may affect future planned inspections of the business.

3.2 Complaints and Requests for Service

- 3.2.1 These generally fall into one of the following categories:

Complaints about the food premises themselves (e.g. poor staff hygiene, allegations of pests, poor standards of cleanliness)

Complaints about the condition or contamination of food (extraneous matter, mould, dirty containers)

Complaints about food labelling and food information ('use by' dates and allergen information).

- 3.2.2 Based on previous years it is estimated that there is expected to be about 500 complaints/requests for service in 2022-23, which is in line with previous years (533 complaints/requests for service were received in 2021-22). Progress against this will be reported quarterly.

3.3 Primary Authority Scheme

- 3.3.1 Primary Authority is based on legal partnerships between businesses and local authorities. The scheme was originally launched in 2009 but has since expanded so all businesses can benefit from access to relevant, authoritative tailored advice.

3.3.2 In line with corporate priorities to support local businesses, further opportunities to develop the primary authority scheme will be pursued subject to resourcing.

3.4 Advice to Businesses

3.4.1 Officers provide information and advice to businesses to help them comply with the law and to encourage the use of best practice. This is part of our enforcement policy and is achieved through a range of activities including:

- Advice to new businesses
- Advice during the course of inspections and other visits
- Site visits on request - where appropriate and resources allow
- Proactively contacting businesses to comment on plans at the planning application stage
- Proactively contacting businesses to comment on applications for premises and temporary licences
- Publication and distribution of a food and safety newsletter to all businesses
- Maintenance and development of the website with links to the FSA's website.
- Key information issued via Council website and social media by the Communications Team.

3.4.2 These activities are integrated into the service's general interventions and food safety promotion functions. There have been 43 requests for advice/training in the first two months of 2022-23 and it is expected that there will be at least as many in 2022-23 as 2021-22 where there were 184 such requests.

3.5 Food and Environmental Sampling

3.5.1 Sampling is a recognised official food control. In 2022-23 the commitment to sampling will continue following the UKHSA on targeted studies.

3.5.2 Sampling is undertaken by all officers working in the service.

3.5.3 UKHSA does not currently charge for the analysis of samples.

3.5.4 All sampling will be carried out in accordance with relevant legislation, the Code of Practice issued under the Food Safety Act 1990, guidance on the sampling intervention designed by UKHSA and the departmental Standard Operating Procedure (SOP).

3.6 Food Safety Incidents

3.6.1 FSA food alerts for action will be dealt with in accordance with:

- the departmental SOP
- the Food Law Code of Practice issued under the Food Safety Act 1990 and
- any instructions issued by the FSA.

3.6.2 Most food alerts are Product Withdrawal Information Notices or Product Recall Information Notices which require little or no action. There are a significant number of allergy alerts but these too require little or no action or are dealt with by Trading Standards

Officers (TSOs). Occasionally TSOs may ask for our support. Food Alerts for Action (FAFA) and ad hoc requests for action may have an impact upon programmed work but the numbers are relatively low.

- 3.6.3 Given the nature of food alerts, it is impossible to predict the likely demands and requisite resources with any accuracy. If a food alert is associated with a business based within Huntingdonshire then officers will be expected to devote more time to that alert than to one which originates elsewhere.

3.7 Liaison with Other Organisations

- 3.7.1 The Council recognises the importance of ensuring its enforcement approaches are consistent with those of neighbouring local authorities. Officers have access to the LGA Knowledge Hub and there is dialogue and liaison in a number of settings:

- Cambridgeshire and Peterborough Food and Safety Group (CPFSG)
- Cambridge Water Company Liaison meetings
- Anglian Water Liaison meetings
- Tascomi User Group
- FSA regional events
- UKHSA/Environmental Health liaison days
- CIEH update events

- 3.7.2 The CPFSG promotes consistency between officers and authorities and where possible produces common policies and procedures. Where appropriate, subgroups can be convened to deal with a specific issue. The membership includes Lead Food Officers from Cambridgeshire and Peterborough as well as representatives from UKHSA, the FSA and Trading Standards.

- 3.7.3 There is routine liaison and contact with officers from Development Control, Planning Enforcement, Building Control, Business Rates, Fraud, Licensing and Legal as well as liaison and consultation with the Town Centre Managers where appropriate.

3.8 Food safety and standards promotional work

- 3.8.1 The main priority for the year will be the inspection programme.

- 3.8.2 However, there are four key drivers which contribute to the service and work priorities. In broad terms they are as follows.

- **Intervention driven:** work which is largely determined by the FSA Food Law Code of Practice. In the main this consists of programmed inspections and interventions at frequencies prescribed by the Code of Practice together with revisits and enforcement action in accordance with the Enforcement Policy
- **Demand driven:** work in response to complaints and requests for advice and guidance; investigation of food poisoning notifications; responses to FSA Food Alerts (in particular those which require action); and liaison with other Council services in support of wider corporate objectives
- **Intelligence driven:** responses to credible or verifiable information which suggests a risk to public health

- **Education driven:** the provision of advice, education and support to businesses and consumers; supporting national campaigns and strategies which are in the interests of public health and/or consumer safety (e.g. Food Safety Week).

3.8.3 Subject to resources promotion proposals for 2022-23 include the following:

- Promotion of online food hygiene training
- Promotion of the National Food Hygiene Rating Scheme (FHRS)
- Production of food safety newsletters sent to all businesses on our database
- Hygiene and food safety linked press releases
- Maintenance and development of relevant information on the Council's website
- Providing support to existing businesses and to new businesses on food safety legislation, compliance and best practice
- Contribute to any further requirements to support any future pandemic response

3.9 Control and Investigation of Food-related Infectious Diseases

3.9.1 Officers will investigate food-related infectious disease notifications in accordance with protocols agreed with the Consultant in Communicable Disease Control (CCDC), Anglian Water and Cambridge Water Company. The general aims of any investigation are to identify the source and cause of the infection and prevent further spread.

3.9.2 Due to work priorities of UKHSA for covid very little information in the form of notifiable disease notifications have been forthcoming for food poisonings. It is not clear if this will change as they move back to 'Business as Usual'. Therefore, it is difficult to analyse any trends in notifications with any certainty.

3.9.3 The Council has appointed the Consultant in Communicable Disease Control (CCDC) from UKHSA as the 'Proper Officer' under the Public Health (Control of Disease) Act 1984.

SECTION 4: RESOURCES

4.1 Financial Allocation

4.1.1 The budget for 2022-23 is shown in the Table below

Table 4: Food Safety Service Budget 2022-23

	2022-23
Direct Costs	£
Employees	
Salary (NI, Pension, training)	241,600
Transport, mileage	4,000
	245,600
Other	
Equipment, furniture and materials	1,450
Premises hire	600
Laundry	380
Printing and postage	1,350
Training expenses	1,300
Books and Publications	640
Subscriptions	2,000
	7,720
Total	253,320
Income	
Costs recovered (Export Certificates,-17,100 Primary Authority Partnership, delivery of training courses and fees for FHRS re- score visits)	
Total Expenditure	236,220

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- 4.1.2 The estimated income of £17,100 comprises fees for export certificates, delivery of training courses and FHRS re-score visits.
- 4.1.3 The roll out of new mobile phones, laptops and Council anywhere during 2019-20 enabled the team to maximise and continue to work efficiently and agilely during the Covid pandemic and this has continued with officers combining home working and office working.
- 4.1.4 In the event of a serious or major incident or a large outbreak of food poisoning or food-borne illness requiring additional resources, officers undertaking food safety and health and safety work as part of their usual work will assist in the first instance and if necessary officers can be drafted in from the wider Environmental Health team to support the response.
- 4.1.5 There are no financial restrictions placed upon legal action, each case being considered on its merits. In the event of enforcement action that would place unforeseen demands on resources, local authorities can apply for financial support from the FSA but this fund is discretionary and may be withdrawn at any time

4.2 Staffing Allocation for the Food Service

4.2.1 Food law enforcement and compliance advice activities are provided by specialist officers from the Environmental Health Team. The team is led by the Environmental Health Team Leader and contains another six authorised officers, one of which is working towards full authorisation and two of which work part time. Once the officer that is not fully authorised has undertaken a profession qualification and gained the necessary competencies, they will be able to undertake the full range of official controls. The team is supported by the Business Support Team.

4.3 Staff Development Plan

4.3.1 Staff must be appropriately trained and are required to undertake 20 hours of continuing professional development every year to maintain their competency. Currently all members of the team are subscribed to the ABC on-line training service which delivers accessible modular packages in specific areas of food law. This is also supplemented by training organised by authorities within the Cambridgeshire and Peterborough Food and Safety Group, UKHSA, FSA and the CIEH.

4.3.2 The Graduate Environment Health Officer is being supported to obtain the experience required to complete the CIEH Competency Development Portfolio.

SECTION 5: QUALITY ASSESSMENT

5.1 Quality Assessment and Internal Monitoring

5.1.1 The Environmental Health Team Leader working closely with the Lead Food Officer is responsible for the overall monitoring of the service. In general terms the service is monitored internally in accordance with Standard Operating Procedure (SOP) CT04. The practical arrangements include the following

- Review of premises inspection records in accordance with SOP CT04
- Observed and accompanied inspections
- Periodic reviews of policies and procedures
- Weekly team meetings – programmed work is monitored against targets; reactive work is monitored with reference to management and closure of service requests
- Quarterly one-to-ones between the Environmental Health Team Leader and Officers
- Peer review and consistency exercises led by the CPFSG
- Peer review and consistency exercises led by the FSA.

5.1.2 There are several SOPs which cover the different aspects of the service. They will be subject to on-going review in 2022-23 to reflect changes in the code of practice, practice guidance, FHRS Brand Standard and changes within the service structure when these have been finalised.

SECTION 6: REVIEW

6.1 Review Against the Service Plan

- 6.1.1 The service plan for 2021-22 was approved during the Covid 19 pandemic without knowing what the impact of Covid 19 would be throughout 2021-22 and what restrictions there would be food businesses operating and officers undertaking inspections.
- 6.1.2 The focus of activity has been inline with the FSA Recovery Plan focussing on the highest risk businesses and new business.
- 6.1.3 320 inspections were made of A-D and new businesses, this is less than the number predicted (492). Of the inspections made 4 were for the highest risk A rated premises, 37 for B rated premises, 53 for C rated premises and 9 for D rated premises. 217 out of 226 new food business were inspected.
- 6.1.4 No interventions took place using the alternative enforcement strategy.
- 6.1.5 533 complaints and service requests were received, this includes complaints about food and food businesses and requests from food businesses. This is line with what was anticipated.

6.2 Identification of Any Variance form the Service Plan

- 6.2.1 Covid 19 has impacted greatly on the service over the previous two years and continues to do as the regulatory delivery is restarted in line with the FSA's Local Authority Recovery Plan.
- 6.2.2 The Food Standard Agency permitted all planned food safety inspections to resume mid June 2021. However, it is noted that there was not a full compliment of authorised officers at this time and the service was not fully staffed until October 2021. These are the main reasons why the number of inspections completed was less than anticipated.

6.3 Areas of Improvement and Actions for 2022-23

- 6.3.1 The service is committed to the delivery of official food controls and in accordance with the Code of Practice and the Food Standard Agency Recovery Plan.
- 6.3.2 The service will respond to complaints, enquiries and requests for service in accordance with internal procedures and with regard to public health risk and will be reported quarterly.
- 6.3.3 Subject to resources the service will also make the following commitments to the Council's corporate aims and objectives.
- The new Environmental Health and Licensing Management system went live in April 2021. The system is being used but work is ongoing to get the most out of the system and embed it fully into everyday work, there are still issues with reporting and accuracy of migrated data to work through.
 - Now the system is live Standard Operating Procedures (SOPs) will need to be

updated to align with the new system and remote working initiatives.

- The Community Service is currently operating under an interim structure and once a permanent structure is in place this will also need to be reflected in the SOPs.
- Review our programme of training courses in light of the broader acceptance of online training to help food businesses comply with food hygiene requirements and to help them achieve the highest possible food hygiene rating for their business. Investigate the viability of the reinstatement of classroom training courses
- Continue to integrate the FSA's Online Registration system for all food businesses into the Environmental Health and Licensing Management system. The system went live in 2021 after delays following Covid 19.
- We will continue to provide data to the FSA on food business registrations to inform the development of their policies and path towards modernisation of the food hygiene delivery module.
- As the transition of European legislation into UK law continues, continue to ensure staff are trained and businesses are kept up to date via direct contact, social media and HDC website.
- Promote the service as widely as possible collaborating with the Communications Team to use all available media outlets and support any relevant national strategies such as the FSA's National Food Safety Week.
- Publish a newsletter for food businesses to promote good practice and provide relevant guidance and information.
- Continue to undertake official controls (including proactive food hygiene inspections) in line with the requirements of the Foods Standards Agency code of practice.
- We will actively implement any new guidance issued by the FSA regarding allergens.
- Continue to provide a reactive food hygiene service responding to the concerns of residents of Huntingdonshire, the customers of Huntingdonshire food businesses and new challenges such as food poverty and scarcity of certain foods.

6.3.4 Appendix 1 identifies service plan targets for pro active interventions for 2022-23

6.3.5 Appendix 2 identifies estimated levels for reactive work during 2022-23

6.3.6 This document will be considered as a live working document and be kept under review through team meetings and regular monitoring meetings with the Interim Community Service Manager and Chief Operating Officer.