

**Place Directorate**

**Food Service Plan**

**2024- 2025**

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**Introduction**

This Service Plan has been developed by Ashfield District Council in line with the Food Standards Agency (FSA) Framework Agreement, which requires Local Authorities to produce an annual service plan detailing the Authority’s arrangements for discharging its statutory Food Safety responsibilities.

It forms the basis of the Authority’s food business inspection and enforcement functions and ensures that national food priorities and standards are addressed, as well as locally identified needs.

The production of a Food Service Plan ensures that local food business operators, members of the public, Members of the Council and other agencies understand the approach to food safety inspection, intervention and enforcement adopted by this Authority.

This service plan details how the Environmental Health Team of Ashfield District Council plans to undertake its duties and contribute to national targets and locally identified priorities and ambitions. It also demonstrates our commitment to the provision of an effective and value for money service that is fair, consistent, open and proportionate.



**John Bennett**

**Executive Director – Place**

**1.0 SERVICE AIMS AND OBJECTIVES**

**1.1 Aims and Objectives**

**Service Aim**

To contribute towards protecting health through making sure that food produced, manufactured, and stored in the district is safe to eat, and promotes food safety and good hygiene practices, and promote and advise on healthy lifestyles.

The Commercial Section aims to make a significant contribution to the Council’s Vision and is committed to the Councils priorities which are stated below: -

* Health and Happiness
* Homes and Housing
* Economic Growth and Place
* Safer and Stronger
* Innovate and Improve

For further details of how the Food Hygiene Function contributes to the Council’s priorities, please refer to the Planning departments Service Plan 2024- 2025

**Equalities Statement**

The policy of Ashfield District Council is to provide equality and fairness for all and not to discriminate on grounds of gender, gender reassignment, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religious belief, political belief, or age.

**Commercial Team Key Objectives For 2024 – 2025**

* Develop suitable measures of performance against purpose including customer satisfaction and review of current performance indicators.
* Maintain a programme of food hygiene inspections and interventions in accordance with the Food Law Code of Practice (England) and associated Practice Guidance
* To implement one high profile food safety campaign
* Undertake a programme of food and food contact surface sampling.
* Contribute towards the National sampling programme to support the UKHSA and the public health agenda.
* Continuation of commercialisation approach within the Commercial section
* Promote and advertise our services on social media and the internet.
* To promote the Healthy Options Takeaway (HOT) Award

**1.2 Links to Corporate Objectives and Plans**

The Councils’ role in terms of regulating food establishments relates directly to its Core Values and Primary Objectives, in particular relating to the following:

**Health and Happiness**

* Delivery of the Food Hygiene Rating Scheme (FHRS) Awards
* Signposting businesses to workplace health schemes
* Delivery of the Healthy Options Take Away (HOT) Awards for Takeaway Establishments, in conjunction with Everyone Health colleagues

**Homes and Housing**

* Hazard spotting at food establishments where living accommodation is accessed through the food business.

**Economic Growth and Place**

* Assisting businesses to succeed and prosper – assisting new businesses to start up and providing support and advice to existing businesses.
* Signposting businesses to partners for help, advice and assistance.
* Assisting businesses to achieve high FHRS scores
* Educating business operators on maintaining high standards and money saving ideas
* Reviewing service provision, structure, customer satisfaction and performance indicators to drive improvements forward.

**Cleaner and Greener**

* Educating business on food and especially fat, oil and grease use and disposal.
* Referring noncompliance to ASB officers for follow up action.

**Safer and Stronger**

* Inspect food establishments to make sure Ashfield is a safe place to eat.
* Raise the profile of Ashfield as a place where people want to visit and spend their time enjoying themselves.
* Taking further action against persistent irresponsible business and traders.

A copy of the Councils’ Corporate Plan is available at [ADC Service plan 2023 2027](https://democracy.ashfield.gov.uk/documents/s27646/Enc.%201%20for%20Corporate%20Plan%20Refresh%202023-2027.pdf) and at any of the Councils’ customer contact points.

**2.0 BACKGROUND**

**2.1 Profile of the Local Authority**

**Location**

Ashfield is situated in north-west Nottinghamshire and lies just north of Nottingham City.

The population of Ashfield is 127,179 (2022). The Population of Ashfield has increased by 6% over the past decade (around 7,000 people)

114,516 or 90% of this population (together with associated housing, jobs and services) are concentrated within the three main conurbations of Sutton in Ashfield, Hucknall and Kirkby-in-Ashfield together with around 12,500 or 10% in 3 rural villages to the west of the M1 motorway.

Ashfield's age structure shows the working-age population to be 79,680 which is 62.7% of the population. People under the age of 16 represent 17.4% of the population, and over 65s represent 19.9% of the population.

The life expectancy for someone born in Ashfield has scarcely changed over the past decade, at 81.6 years for females and 77.1 for males (a drop of 0.4 years for males over the past decade)

In England as a whole, female life expectancies is 82.8 and male 78.8 also declining slightly over the past decade.

Ashfield is ranked 68 out of 317 districts on deprivation score, putting it in the 20% most deprived districts nationally.

**2.2 Organisational Structure**

Environmental Health functions are an integral part of the authorities Regulatory Services. Enforcement of food hygiene legislation is undertaken by the Environmental Health Team (commercial) which sits under the Place Directorate.

A team of specialist food officers and graduate EHO’s work from home and from the main offices which are located at Ashfield District Council, Urban Road, Kirkby in Ashfield, Nottinghamshire, NG17 8DA, although food complaints can be collected from anywhere in the district.

Officers are assisted in their sampling tasks by the UK Health Security Agency (UKHSA) Laboratory at York which provides the Food Examiner Service.

The Council offices are open Monday to Thursday 8.30 am to 5.00pm and 8.30am to 4.30 pm Friday.

Details of the Councils’ structure and food service are shown at Appendix A.

**2.3 Scope of the Food Service**

The Environmental Health Team is responsible for the enforcement of the Food Safety and Hygiene (England) Regulations 2013 and the food hygiene legislation made there under.

The Food Service aims to improve and sustain the standards of Food Safety of food manufactured, prepared, and supplied in Ashfield.

Officers of the Environmental Health Team also carry out Health and Safety and smoking compliance inspections in a range of food premises. This is delivered alongside food service inspections.

Officers in the Commercial Environmental Health Team also investigate notifications of infectious disease, including food poisoning and community outbreaks. This is in association with the York UKHSA Unit, Nottingham CC’s Public Health team and the Consultant in Communicable Disease Control.

**Risk based inspection/intervention program.**

The risk-based inspection/intervention program is produced by the ‘CIVICA APP’ database, where details of all food premises are stored.

This database stores details of all interventions and visits to food establishments, complaint investigations, requests for service, sampling results, infectious disease investigations and any other surveys etc.

This year, the Commercial Team intends to carry out full, partial programmed inspections or alternative enforcement strategy interventions at all food establishments where they are due, in accordance with the Food Law Code of Practice (England) and associated Practice Guidance.

Category ‘E’ establishments will receive appropriate light touch interventions, including alternative enforcement strategy activities. This will allow the Commercial Team to place an emphasis on working with businesses with lower standards of hygiene controls and potential higher risk to public health.

We will continue to take a graduated approach to enforcement, where breaches of food hygiene legislation are detected.

Wherever necessary, and in line with Lord Young’s recommendations, Health and Safety inspections/hazard spotting, and/or local/national priority topic interventions, are carried out alongside food hygiene visits. This helps to reduce burdens on businesses by reducing the number of inspection visits and is an efficient method of service provision for the Council.

This could include:

* Health and safety advice
* Pest control advice
* Waste minimisation and recycling information
* Climate change and green energy
* Carbon footprint reduction information/advice/signposting etc and
* Business support signposting

The food team may also identify poor housing conditions and fire safety issues in take-away premises, where people/families live above the catering premises. On such an occasion, Officers will refer concerns to the relevant Environmental Health Residential colleagues and fire service where appropriate.

Environmental Health commercial are proud of their professional attitude and approach focussing on getting things right first time through prevention and early intervention, working with new and existing businesses and sectors of businesses that are less compliant with food law.

Continuing this way of working is effective and encourages the team to focus on our core purpose, continue to improve effectiveness, ensure food safety, support business growth/opportunities within the Ashfield district, and reduces failure demand on a busy department.

**2.4 Demands on the Food Service 2023/2024**

At the time of writing, there are 907 food establishments registered with the Council. Other details regarding food establishments and demands on the service are listed below:

* There are two approved establishments in the district.
* Each year around 500 food establishments receive official control interventions.
* Each year we receive approximately 120 new food premises registrations.
* April 1st 2022 to March 31st 2023 we received 78 requests for service regarding new food businesses who required advice before starting up or before registration.
* Complaints about food premises are investigated according to their seriousness and likelihood to cause harm.
* Based on recent history, it is estimated that the Council will receive around 80 complaints in the next financial year
* The Commercial Team plan to sample around 120 food items for microbial analysis.
* The Commercial Team will answer around 200 requests for service/advice concerning food hygiene.
* The Commercial Team will answer around 12 requests for rescoring or appeal re: FHRS scheme.
* The Council takes a graduated approach to enforcement, and it is understood there may be an increase of enforcement activity this year, particularly where food business operators have a poor record of compliance.
	+ Standards of hygiene and compliance decreased in the previous years due to a reduction in inspections during the pandemic. We are still addressing these concerns as we complete inspections that have become due.
	+ Businesses have allowed pest control contracts to lapse due to financial burdens.
	+ We have found some businesses have switched refrigeration units off to try save money.
	+ Hygiene has decreased in many premises due in part to increase costs in cleaning and sanitising products, so business are buying non BS compliant domestic products and officers are advising accordingly.
	+ Several Hygiene Improvement Notices have already been served in the first months of 2024.
* The FHRS will require monthly maintenance, updating and the necessity to carry out further visits to assess the validity of ‘right to reply’ comments, requests for re-scores and appeals.
	+ - We continue to receive many requests for rescore inspections and requests for the early release of scores since food premises must have a score of 3 or over to be included in Just Eat and other delivery platforms.
* Helping businesses to meet the requirements of new allergy information legislation.
* Identifying businesses who are suitable and able to apply for and receive the ‘Healthy Options Takeaway’ award.

Regular “Health Checks” will be provided to the Food Standards Agency, and these replace the annual LAEMS reports of previous years.

The Council aims to ensure that all food establishments are brought up to a hygiene standard where food sold there is safe, and the premises broadly compliant with food hygiene law.

Where food businesses are not at the required standard, a graduated approach to enforcement will be taken, with advice given before notices are serves and closure where an imminent risk to public health is evidenced.

**Further demands** will be made on the service in 2024- 2025 due to:

* Inspecting all low-risk premises that did not receive an intervention throughout the recovery period in 2023.
* Delivery of at least one high profile food hygiene promotion event
* Helping businesses to understand their obligations of waste disposal and waste reduction and referring those who are non-compliant to the ASB team for enforcement.
* Providing training and/or other services to businesses which businesses will be asked to attend at a reasonable cost.
* The Food standards Agency may revise the FHRS making it compulsory businesses to display their scores.
	+ This may increase the number of rights to reply, appeals and requests to re-score applications from businesses.
* The Commercial Team will continue to target more resources towards establishments that fail to be broadly compliant with food hygiene law. This is a hygiene rating of 3 or below.
* Consideration of and preparation for the Food Standards Agency’s new Strategy (2022 to 2027)
* Implementing a new FS data base to meet the requirements of the new strategy.
* Implementing a new Management System
* Working along side digital transformation to align the service with ADC’s aspirations.

**2.5 Enforcement Policy**

The Council signed up to the Cabinet Office’s Enforcement Concordat and follows the principles of the Hampton Review, Rogers Review, The Regulators' Compliance Code and the Regulatory Enforcement and Sanctions Act 2008.

The policies guide the Council towards a graduated approach to enforcement, adopting an educational and advisory approach in most circumstances. Enforcement action taken is always proportionate to the risk and seriousness of the circumstances.

**3.0 SERVICE DELIVERY**

We work towards our purpose, which is “helping businesses to succeed, grow and prosper and protecting the health, safety and wellbeing of the public”.

Ashfield District Council considers programmed inspections of food premises to be an essential element in protecting the food available to consumers in their area. In accordance with the Statutory Codes of Practice, all food premises are risk assessed for food hygiene.

Risk assessments are entered in the directorate’s database, which generates a next inspection date and a food hygiene rating. The date of the next visit for hygiene is set at the inspection interval determined by the risk assessment of the premises, in accordance with the Food Standards Agency Code of Practice and Practice Guidance (updated March 2021).

The Food Standard Agency’s Code of Practice and Practice Guidance allows a range of food hygiene intervention visits for compliant food premises.

Following the Pandemic the Food Standards Agency allowed for increased flexibility in planning and inspecting new food premises to ensure to implement a triage system to allow resources to be directed to the higher risk premises. We have continued to triage new food premises registration this way.

During 2024- 2-25, all due food premises will require a hygiene inspection or audit including approximately.

For all band D and E premises, interventions may include sampling, monitoring, surveillance, education, or verification visits and should enable a lighter touch for compliant premises and enable additional resources to be targeted on non-compliant premises in line with the Regulators’ Compliance Code

**The approximate make-up of food premises in the area is as follows:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Genre** | **Year**  | Year |  |  |
|  | **2023-2024** | **2024- 2025 (at 10th July 2024)** |  |  |
| Primary Producers  | 1 | 1 |  |  |
| Manufacturers/Packers | 11 | 12 |  |  |
| Importers/Exporters  | 2 | 2 |  |  |
| Distributors/Transporters | 11 | 8 |  |  |
| Supermarket/Hypermarket | 34 | 33 |  |  |
| Small Retailers | 159 | 138 |  |  |
| Retailer/Other | 63 | 65 |  |  |
| Restaurant/Café/Canteen  | 258 | 232 |  |  |
| Hotel/Guest House  | 4 | 4 |  |  |
| Pub/Club  | 95 | 91 |  |  |
| Takeaway  | 118 | 117 |  |  |
| Caring Premises  | 87 | 87 |  |  |
| School/College | 56 | 55 |  |  |
| Mobile Food Unit  | 56 | 61 |  |  |
| Other- supplier using AMAZON to distribute  |  | 1 |  |  |
| Ceased trading in year | 43 | 50 |  |  |
| **TOTAL PREMISES**  | **957** | **907** |  |  |

The last year has been a challenging period for the team in terms of staff resources and being unable to recruit to Environmental Health Officer (EHO) roles. This has resulted in making tough decisions regarding the prioritisation of work streams with resources focused on the post pandemic needs, new food businesses and higher risk premises.

Staffing issues has also pulled 1. 3 full time equivalent (FTE) experienced EHO’s towards health and safety and licensing work. Leaving just 1 FTE EHO to concentrate on food services delivery.

In 2023-2024 the team continued to meet our food programme in line with advice from the Food Standards Agency.

Very low risk- Category Es were left until the latter half of the year, as we continued to inspect high risk premises and complete investigations following reports of food safety concerns from members of the public.

The service continued to resource the food hygiene inspection programme and we achieved the following:

* Inspected 301 food premises,
* Completed 15 verification visits.
* Inspected 100 new food premises.
* Completed paid advisory visits.
* Visited 6 premises to investigate imminent risk complaints.
* Completed 15 visits to re rate premises.
* Responded to 284 requests for service regarding food premises.

During 2024-2025 the Food Standard’s Agency expects Environmental Health food team to return to business as normal and complete all food inspections due.

The Service will also seek to deal with new, unregistered, and unrated businesses identified during throughout the year, through inspecting our district or whistle blowers.

The team will also undertake food sampling in line with the National food Sampling programme and undertake intelligence-led food sampling where appropriate and in the public interest.

Complaints will be investigated with a risk-based approach.

Environmental Health will also continue to undertake health and safety interventions in line with the guidance from the Health and Safety Executive and signpost businesses where we identify a partner, department or agency may assist in improving their business, or where noncompliance is noted

**3.1 Food complaints and requests for service**

The investigation and resolution of consumers' complaints and requests for service regarding food and food premises is an essential element of food law enforcement.

The nature of food related complaints received is varied and unpredictable. We respond to all requests for service, apart from a small number of the anonymous complaints received.

Complaints and service requests are dealt with on a risk assessed basis with a maximum response target of 3 working days. In 2023-2024 the Environmental Health Team dealt with:

|  |  |  |  |
| --- | --- | --- | --- |
| **Request for service**  | **2023- 2024** | **2024- 2025****(10th July 2024)** |  |
| Suspected food poisonings | 20 | 11 |  |
| Complaints of pests in premises | 5 | 9 |  |
| Queries regarding business and their registration | 27 | 15 |  |
| Premises and structural complaints | 3 | 24 |  |
| Other queries and visits | 4 | 18 |  |
| Food complaints | 27 | 23 |  |
| Complaints of unhygienic practices | 28 | 48 |  |
| Complaints of pests and vermin at premises | 5 | 9 |  |
| Allegations of premises trading without registration  | 7 | 3 |  |
| New business enquiries | 11 | 14 |  |
| General food safety advice | 17 | 2 |  |
| Queries re FHRS Re-rating | 12 | 0 |  |
| FHRS Re rating visits | 11 | 15 |  |
| FHRS appeals. | 3 | 2 |  |
| Business advisory visits  | 5 | 4 |  |
| New food registrations  |  | 110\*Recorded to have electronic evidence of registration form |  |
| Health certificate enquiry/request  |  | 2 |  |

Based on this historical data and increased expectations of consumers we would expect to receive approximately 200 requests for service during 2024/2025

The resource allocation for these activities is estimated at 0.40 FTE.

**3.2 Advice to Businesses and Food/Food Hygiene Complaints**

In an area where small to medium size businesses predominate; Officers from Environmental Health Commercial recognise the importance of support for businesses in helping them understand and comply with the law.

All officers advise businesses regarding food hygiene and allergen legislation to promote prosperity in Ashfield. Basic requests for advice are responded to promptly at no cost to the business as this is seen as a crucial support for small to medium size enterprises (SMEs).

Pre inspection advice is also free (maximum of 60 minutes) however where businesses request an onsite visit prior to opening or a revisit to improve their food hygiene, Ashfield do charge a nominal rate for cost recovery.

We carried out 15 visits to rescore premises; theses FHRS revisits assist businesses to gain confidence in maintaining their hygiene practices, reducing the level of enforcement work at the subsequent food hygiene intervention and a further improvement in the overall levels of compliance across the district.

The Environmental Health Team routinely discuss guidance from the Food Standards Agency to assist catering businesses achieve a Hazard Analysis and Critical Control Point (HACCP) food safety management system that complies with the current Food Standards Agency’s guidance. For most businesses, the "Safer Food Better Business” (SFBB) guidance is utilised and discussed in detail during the routine programmed work of the team.

Businesses receive information and coaching during visits regarding implementation of FSA E. Coli 0157 and cross contamination advice, where appropriate, allergy labelling.

Officers continue to provide practical advice on the implementation of the E.coli and allergy labelling guidance to Butchers establishments were risk can be higher.

Useful information can be viewed at the Councils’ website, which is revised, updated, and improved annually. The website primarily contains links to our partner’s sites, including Government websites and the Food Standards Agency’s Food Hygiene Rating web pages.

Following an increase in new food businesses in recent years, the council has become established as a local source of high-quality reliable information. This puts significant resources into providing guidance and information to businesses on a pro-active basis, as well as responding to high volumes of requests for support from businesses. Through a variety of different means, the Council provides help and appropriate, competent advice to businesses, the public and others.

Working with internal and external partners, we are working to ensure business in ashfield is given every opportunity to operate in a legal and compliant manner for success.

We participate in the FSA national food safety week campaigns, seminars, presentations and communications through the Council’s website, the Councils social media accounts and leaflets, at ADC events and fayres, and occasionally feature in the Councils’ 6 monthly newsletter to residents.

**3.3 Food Establishment Inspections and Safer Food Better Business**

Food safety legislation requires all food businesses to have an effective food safety management system in place. In addition, all relevant businesses are given a food hygiene rating in accordance with the Food Standards Agency’s Food Hygiene Rating Scheme.

As most food businesses are affected, all inspected premises are given the opportunity to pay for additional advisory visits to support and assist food business operators understand and comply with the requirements, and to improve their food hygiene rating.

The Council aims to engage with businesses and take a graduated enforcement approach to seeking compliance at all establishments that are rated as ‘non broadly compliant’.

‘Non broadly compliant’ establishments are categorised as those where hygiene arrangements, structure and/or food safety management arrangements are inadequate.

During inspections at relevant establishments, officers provide information and advice on implementation of the FSA *E. coli 0157* and Cross Contamination guidance, the Food Hygiene Rating Score scheme (FHRS) and allergy requirements. Officers will also enquire whether a suitable premises in interested in participating in the HOT (Healthier Options Take away)

The Commercial Team will prioritise re-visits to establishments where non-compliance and a risk to public health has been noted. This is to ensure remedial works have been completed.

Officers also offer informal assistance and advice if requested (e.g., food hygiene advice, coaching, assistance in devising and implementing food safety management systems, structural inspections prior to opening etc) This is a chargeable service.

Some food business operators may request a re-visit following an inspection. This may be to assure themselves that remedial works have been carried out correctly, and to demonstrate they have complied with food law requirements, with the objective being a revised FHRS score. These are also a chargeable service.

The number of food establishments and risk profile of the establishments within the Ashfield district due to receive a programmed food hygiene intervention in the year 2024 – 2025 are as follows:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Risk Category** | **A** | **B** | **C** | **D** | **E** | **Total** |
| 2023- 2024 | 3 | 36 | 123 | 90 | 176 | **428 \*** \*Plus approx. **110** due new business inspectionsPlus outstanding E’s (not completed during CV19 pandemic) |
| **2024- 2025** | 1 | 31 | 105 | 198 | 51 | **386 \* (at 10th July 2024)**\*Plus approx. 120 new businesses (based on previous years) |

At the time of writing, there are also currently 39 unrated establishments that will require an inspection, though some of those may not yet be operating. (10th July 2024)

Programmed interventions are carried out in accordance with the Food Law Code of Practice (England) (COP). Priority is given to the highest risk category and ‘non broadly compliant’ establishments.

**Establishment inspection frequency details that the Council works to are as follows**:

|  |  |
| --- | --- |
| **Risk Rating** | **Inspection Frequency** |
| Category A | 6 months |
| Category B | 12 months |
| Category C | 18 months |
| Category D | 24 months |
| Category E | 36 months |

Food establishments are inspected at a frequency proportionate to the risk they present, with higher risk establishments receiving more frequent and detailed inspections and follow up action.

Prior to the pandemic, the Council trialled an alternative enforcement strategy in respect of a sample of category ‘E’ establishments, this trial proved that it is more effective and efficient to visit many of those premises rather than send questionnaires, as very few businesses returned their questionnaires, and thus those premises require further contact.

Some selected lower risk businesses will receive a telephone call, to assess their compliance.

**Enforcement Action Taken Following Programmed Inspections for Hygiene Offences**

On the 24th May 2023, officers served a voluntary closure on a Pizza and Kebab shop in Huthwaite. This occurred because of a compliant about unhygienic practices and allegations of mice and rat activity inside the premises.

Ashfield District Council have prepared a case to prosecute the food business operator for 8 offences under Regulation (EC) No. 852/2004. The case is due to be heard in court later this year.

The resource allocation for our food hygiene interventions/inspections is around 2.0 full time

equivalent officer time (FTE).

**Competency of Officers**

All officers are suitably qualified, have the necessary experience and Continuing Professional Development (CPD) to meet the competency requirements of the Food Law Code of Practice although officers need to complete their competency self- assessments.

The resource allocation for training and competency is 0.05 FTE.

**3.4 Primary Authority Principle**

**Primary Authority Principle**

The Primary Authority Principle helps local authorities work together with businesses to provide consistent and coordinated trading standards and food enforcement services across the UK.

Businesses will generally build up a relationship with, and receive advice and information from, one Local Authority. This is usually the local authority where the business head office, or a relevant decision-making base, is located.

The Primary Authority Principle means that locally based businesses are able to get advice and support from their chosen Primary Authority. This can be on matters such as legal requirements, changes to the law etc. This will have a positive impact where businesses provide services that go beyond an individual Local Authority’s area.

The aim of the principle is that the primary authority will provide businesses with a source of guidance and advice, provide a system for the resolution of disputes and ensure that there is effective liaison between local authorities nationally. The Primary Authority partnerships are effective in that the advice given by the PA to partner companies is legally binding and cannot be easily challenged by other regulators giving firm and consistent advice to improve compliance.

Where a Local Authority has a query about a product or service, or perhaps in dealing with a local complaint, that Authority can have a meaningful dialogue with a colleague in the PrimaryAuthority to ensure the issue is properly resolved. This leads to a more consistent and coordinated approach by authorities collectively with business trading over many, if not most, Local Authority boundaries.

Ashfield District Council does not have any Primary Authority partnerships.

The Council welcomes requests from businesses to take on a Primary Authority role, so long as this is a self-financing process.

**3.5 Food Inspection and Sampling**

Ashfield’s sampling programme is co-ordinated by the Nottinghamshire Food Sampling Group, a sub-group of the Nottinghamshire Food Safety Liaison Group, in partnership with the UK Health and Safety Agency (UKHSA)

When preparing the sampling plan, attention is given to national sampling programmes identified by FSA advice and local and or regional priorities. Each Local Authority is allocated sampling credits by UKHSA to undertake this work.

**2024- 2025’s proposed sampling programme is detailed below:**

**Year**

**2024**

**2025**

**Months of**

**Sampling**

**J**

**F**

**M**

**A**

**M**

**J**

**J**

**A**

**S**

**O**

**N**

**D**

**J**

**F**

**M**

**A**

**National Studies 2024 / 2025**

**Study 80**

**–**

unpasteurised and

Pasteurised Milk

Cheeses

1

st

April 2024

–

30

th

March 2025

**Study 81**

**–**

Hygiene

in Tattoo and

Cosmetic Piercing

Premises

1

st

June 2024

–

30

th

November 2024

**Study 82**

**-**

**Raw**

Shell Eggs (Non

-

Lion Brand)

1

st

July 2024

–

30

th

March 2025

|  |  |  |
| --- | --- | --- |
| **Year** | **2024** | **2025** |
| **Months of Sampling**  | **J** | **F** | **M** | **A** | **M** | **J** | **J** | **A** | **S** | **O** | **N** | **D** | **J** | **F** | **M** | **A** |
| **National Studies 2024 / 2025** |
| **Study 80 –** unpasteurised and Pasteurised Milk Cheeses1st April 2024 – 30th March 2025 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Study 81 –** Hygiene in Tattoo and Cosmetic Piercing Premises 1st June 2024 – 30th November 2024 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Study 82 - Raw** Shell Eggs (Non-Lion Brand)1st July 2024 – 30th March 2025 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

The Council plans to submit around 120 - 180 samples for microbiological analysis during 2023-2024

The programme does not preclude the need to undertake reactive sampling; such reactive sampling takes place where we receive complaints or information concerning food stuffs or specific food premises, where we adopt a risk based approach to investigation.

There may also be occasions when we may submit samples for other analysis e.g.in response to food complaints to identify mould and foreign bodies or whether the food product is as described.

We may take food samples from any premises that may be associated with a food poisoning or suspected food poisoning case and premises where food hygiene levels are poor.

Besides those ‘formal’ samples, officers have access to a handheld analyser at food establishments that can provide a reading to indicate whether cleaning standards and methods are adequate.

The resource allocation for these activities is 0.08 FTE.

**Physical examination of food is carried out by:**

Public Analyst Scientific Services Limited (Wolverhampton)

Valiant Way, Wolverhampton, WV9 5GB

Website: www.publicanalystservices.co.uk

General Enquiries; 01902 627200
Email:info@UKFTI.eurofins.com

**Microbiological examination of food is carried out by:**

UKHSE, FW&E Microbiology Laboratory York, Block 10, The Food and Environmental Research Agency, Sand Hutton, York YO411LZ,

General Enquiries: 01904 468948

Email: yorkfwelab@hpa.prg.uk

**Calibration**

The Environmental Health Team’s measuring equipment e.g., thermometers, food storage facilities and dataloggers are regularly calibrated to ensure their accuracy as measurements obtained may be used to support legal proceedings.

**3.6 Control and Investigation of Outbreaks/Food Related Infectious Disease**

The Council works in partnership with UK Health Security Agency (UKHSA) and other Authorities in investigations and surveys for food related infectious diseases.

A documented procedure must be adhered to when investigating food related infectious diseases. All food team staff have attended infectious disease investigation training days previously provided by PHE/UKHSA. The Council investigate all cases, involving the elderly, children under 5 years old or food handlers. PHE review and investigate these cases.

**NOTE:** we do not investigate sporadic Campylobacter, where there is no link to immuno-compromised groups.

We investigated 37 reports of infectious disease in the year 2023 – 2024, as follows

|  |  |
| --- | --- |
| Type | 2023- 2024 |
| Viral Hepatitis | 1 |
| Legionella | 2 |
| Salmonella enteritidis | 3 |
| Salmonella typhimurium | 5 |
| Other Salmonella | 12 |
| E.coli 0157 | 1 |
| Other E .coli | 1 |
| Giardia lamblia | 2 |
| Cryptosporidium | 7 |
| Listeria monocytogenes | 1 |
| Amoebic Dysentery | 1 |

The resources required for these activities are 0.03 FTE.

**3.7 Food Safety Incidents**

The Food Law Code of Practice (England) requires specific recording of actions taken following the receipt of a food alert. Food alerts are received by a direct email from the Food Standards Agency (FSA) to individual Officers and are posted on EHC net.

The food alert warning procedure for food incidents recognises that such issues are required to be dealt with quickly, in accordance with the categories for each food alert. Most food alert warnings received require only a small amount of Officer resource; however, on occasions it is necessary to provide more resources to deal with food alerts. Actions resulting from these Food Hazard Warnings vary between mail-shots to food businesses, press releases, website postings, phone calls or visits to food premises and dealing with queries from businesses or members of the public.

The Council will notify the FSA of any serious localised incidents or wider food safety problems arising in or associated with Ashfield in accordance with FSA Code of Practice. Any actions taken on a food alert are documented within the ‘Authority’ system.

The resource allocation for these activities is 0.02 FTE.

**3.8 Liaison with other Organisations**

Ashfield District Council is committed to working together with other organisations to ensure consistent, effective, and best value services which meet the needs of our customers.

Officers within the service liaise directly with neighbouring local authorities' food officers directed by Nottinghamshire’s Environmental Health Managers’ Group. In accordance with the group’s business plan, regular meetings of the Notts Food Liaison Group and sampling group are used as a forum to achieve consistency of approach in enforcement activities.

The food services are also represented at regular meetings with UKHSA and our Public Health Team and is involved in liaison and meetings with Safeguarding, Safety Advisory Groups, and other key partners regarding standards in a wide variety of situations.

**Chief Officers Group** – colleagues meet quarterly to discuss all areas of environmental health and trading standards and agree consistency across all districts. To discuss concerns, evaluate common training needs, plan inter-authority audits and benchmarking activities and has a co-ordination role for County-wide training events.

**East Midlands Food Liaison Group**

This group consists of Managers and Chief Officers and meets to ensure that food regulation and delivery is consistent across the East Midlands. Th group meets quarterly and consists of Managers from all LA’s in the East Midlands.

The purpose of this group is to provide effective liaison between Government bodies (including the FSA, Trading Standards, AECHO and CIEH) and Local Authorities on matters of Food Safety and Standards matters and discuss/implement fair and consistent enforcement approaches and accountability.

**The Nottinghamshire Food Safety Liaison Group** – meetsquarterly and is attended by all Nottinghamshire Local Authorities, Nottingham City Council and representatives from; Trading Standards, Food Standards Agency (FSA) and other government bodies, as appropriate. The purpose of this group is to provide effective liaison between Local Authorities on Food Safety matters and a forum to discuss/implement fair and consistent enforcement approaches.

**The Nottinghamshire Food Sampling Group**

This is a subgroup of the above and meets 4 times a year and is attended by representatives from each Nottinghamshire LA, and PHE/UKHSA

The group co-ordinates FSA food and water sampling and other local sampling initiatives based around local issues/priorities and studies. Sampling studies help to build intelligence concerning the microbiological content and safety of food, and the information collected is used to identify areas which require further investigation.

Where issues are detected, action is taken to remove unsafe food from the food chain, issue warnings to the public and trade and ensure that corrective action is taken by the food producer, manufacturer, or importer, as appropriate.

**East Midlands Council 5 pack plus one group**

The EH Manager at Ashfield represents Nottinghamshire on this group. The group consists of representatives from east Midlands local authorities and is tasked with sourcing and presenting low-cost training to Environmental health professionals to ensure they can maintain the required CPD of an EHO. The EM 5 pack group operate a task and finish group to offer training in all areas of Environmental Health – Food Hygiene and Safety. Health and Safety, Environmental Protection, Public Health, and Housing.

Each year a Signature event is planned, This event incorporates more than one subject area, and a speciality speaker

**ACEHO- Association of Chief Environmental health Officers**

The purpose of the ACEHO group is to “gain recognition and influence (from the CIEH) for the Local Authority service in England”

It is a parallel, but independent group of Chief Officers who work on securing recognition and a more prosperous, relevant and sustainable future for all areas/remits of Environmental Health

**Other Liaison Arrangements**

* Regular contact with Department of Health, FSA, PHE, UKHSA, Severn Trent Water Authority on food and water safety issues as they arise.
* Comments given in respect of Licensing Act applications to the licensing section.
* Comments given to the Land and Property Department in respect of planning applications involving food premises.
* Formal liaison with public bodies, such as, UKHSA through active participation in the health improvement programme and the Nottinghamshire Infection Control Meetings
* The UKHSA Laboratory over sampling regimes and results interpretation and infectious disease investigations
* The Food Standards Agency over the standard and level of performance of the Food Safety Service
* Internal partners regarding the safety of food vendors attending the district for events

The resource allocation for these activities is 0.02 FTE.

**3.9 Food Safety Promotion**

The main initiatives for 2024-25 are:

**Providing a compliant Inspection programme**: The service has recruited one additional temporary EHO to undertake inspections in line with the current guidance from the Food Standards Agency and it is anticipated that the planned inspection programme as detailed in the FSA’s Food Law Code of Practice for this year will be achieved. This Officer has been recruited to concentrate solely on food interventions and inspections.

Despite rising compliance levels elsewhere within Ashfield, there is a high turnover of ownership and management within non-compliant takeaways and the Environmental Health team will use intelligence to progress enforcement against these businesses to sustain compliance.

The EH team will continue to publish individual hygiene standards of all of Ashfield’s food premises by updating details of their food safety rating at their last inspection on the Food Standards Agency website and to target opportunities to maximise compliance within

**Ashfield’s premises.**

**New food database platform**

Ashfield need to procure and install a new food database since the license for the present system (CIVICA APP) has expired.

A new system is also neededto meet the changes in the food standards agency strategy and enable us to programme in food hygiene and interventions at the required intervals.

We need to consider implementation of this system and training officers to use it.

**Food Information Regulations**: The Food Information Regulations brought significant changes in legislation specifically around allergens and information given to consumers to make an informed and safe choice in relation to food. Food Officers and Environmental Health Officers will continue to work with businesses to help them achieve compliance with the legislation.

Further legislation was introduced in 2021, which increases the requirement on businesses to provide full food labelling information on foods which are prepacked for direct sale, with a view to improving the presence of information including in respect to allergens.

Food Officers and Environmental Health Officers will continue to support and signpost business towards colleagues in Trading Standards to ensure compliance and protect customers.

**Healthy Options Takeaway Scheme (HOT)**

To promote the Healthy Options Takeaway (HOT) Award at suitable and eligible food premises during food hygiene inspections.

This scheme was re-introduced in January 2023 with the aim of increasing the amount of food premises offering healthier food choices to assist in reducing obesity and weight related ill health in the district.

We are currently awaiting NCC to decide the future of this scheme, however Officers will continue to identify suitable businesses

**Desirable initiatives for 2023-24 are:**

Educational and promotional works are important aspects of the delivery of a comprehensive food safety service. Promotion of food safety issues are achieved in the following ways:

* Targeted advice/information provided to relevant groups on issues of local and/ or national significance, through distribution of leaflets website, workshops, seminars etc. focussed on areas that cause greatest demand on our service with the aim of providing business with knowledge and skills to operate more hygienically, thus reducing demand on the service.
* Workshop topics include allergen information, contamination and cross contamination, cleaning, personal hygiene etc.
* Food Safety Information provided to new food businesses.
* Active promotion of themed food safety messages such as barbecues and Christmas food safety messages via social media, comms and internet
* Help/provide advice, where appropriate to businesses on HACCP and other food hygiene topics e.g. Campylobacter, *E. coli O157* awareness with one to one discussions taking place during food establishment inspections.
	+ This includes a continuation of the SFBB coaching that Officers have been delivering to businesses.
* Advice, help, and information provided to businesses during interventions including inspections, sampling, complaint and advisory visits and in response to requests for service.
* Participate in National Food Safety Week and National Allergy week.
* Provide information on the ADC website.
* Seminars and business information meetings/workshops where appropriate and where resources allow.
* Attendance at careers fayres and Ashfield events
* An Environmental Health page on Facebook to share information on our service area, including signposting and advice for new business, education, great premises as well as poor premises (anonymised) and successful prosecutions.

The resource allocated for the above activities is 0.05 FTE Officer time.

**3.10 Service Planning and Quality/Consistency Monitoring of the Service**

The Food Service and Business Plans should be produced and reviewed annually; performance is monitored monthly by Environmental Health and quarterly by the Council’s Cabinet.

Internal monitoring of quality and consistency is carried out in accordance with the framework agreement and compliance training exercises are run annually.

The last consistency exercise was carried out in between Nottinghamshire food teams during 2015/2016, featuring the implementation of the Food Hygiene Rating Scheme, and the food team participates in the annual Food Standards Agency online Food Hygiene Rating Scheme consistency exercise where we have received feedback that we perform well.

The Nottinghamshire County Food Liaison Group undertook an inter-authority auditing peer review process (in late 2012) in respect of the implementation of the FSA cross contamination and E.coli guidance. The audit group provided feedback to Strategic Managers Group on their findings, sharing best practice and progress with action plans.

The resource allocated for the above activities is 0.06 FTE Officer time.

**4.0 RESOURCES**

**4.1 Financial Allocation**

|  |  |  |
| --- | --- | --- |
|   | **Budget 2023/24 £** | **Budget 2024/2025****£** |
| Staff Costs | 169,256 | 181,543 |
| Car Mileage | 3,100 | 2,800 |
| Equipment Purchase | 1,800 | 1,800 |
| Equipment Maintenance (Calibration) | 300 | 300 |
| Printing & Stationery | 265 | 265 |
| Legal Expenses | 245 | 250 |
| Office Accommodation | 10,168 | 7,279 |
| Central Support Recharges | 31,829 | 29,582 |
| Software recharges |  | 2,461 |
| **TOTAL**  | **216,963** | **226,281** |

**4.2 Staffing Allocation**

The structure was last reviewed in 2016/17 at the time of the retirement of a technical officer

Prior to the review, food team (who also contribute towards the health and safety workplan, improving health agenda, animal welfare licensing and massage/special treatment licensing) consisted of two Environmental Health Officers, a Technical Officer, and the Team Leader.

Following the 2017 review, the food section comprises of the Environmental Health Service Manager, three full time and one part time Environmental Health Officers, and two Graduate Environmental Health Officers working towards EHORB registration and food competency.

We currently do not have sufficient FTE staff to provide our food enforcement function as the needs of the service calculate as 3.21 FTE (excluding admin)

In early 2024, one of our Graduate Officers was successful in her application for an EHO post, and another Graduate moved to another job.

We have recruited one further Graduate EHO and currently have two Full time EHO and one Graduate EHO post. We are hopefully interviewing for these posts in early August 2024

To ensure we fulfil our statutory duties under food law, we have employed an EHO through an agency on a one year contract. The EHO will work entirely on food hygiene and enforcement for 22 hours a week.

It is estimated that the full time equivalent number of posts needed to deliver essential food safety functions equates to:

* 0.25 Environmental Health Manager
* 2.25 Environmental Health Officer
* 1.0 Graduate Environmental Health Officer
* 0.50 Administrative
* Total including admin and manager **4.0 FTE.**

**4.3 Staff Development Plan**

Staff development is encouraged, and training needs are assessed at annual PDR meetings though because of the Councils financial position, only essential training is provided to officers.

All Food Safety Officers require a minimum 20 hours of relevant CPD training.

Chartered Environmental Health Officers are required to complete 30 hours CPD each year.

Knowledge gained is cascaded to other officers in the team and much of the training is provided at low or no cost, by the FSA.

The Commercial Team, which comprises Health & Safety and Food Safety Officers, attend team meetings and shared learning events to ensure officers have the competencies required to carry out their work fairly, effectively, and efficiently.

One to ones and PDRs are performed to identify training needs.

**5.0 QUALITY ASSESSMENT**

The Environmental Health Manager checks the quality of inspections by auditing officers work in accordance with our framework procedures. Checks include the Environmental health manager accompanying officers on inspections, file checks of inspections and reports, sampling, registration checks, infectious disease investigations, complaint investigations and audits of work input into the database.

Where a change of score to a food premises is made, officers provide justification to the Manager to ensure the new score is appropriate and fair.

Previously, consistency exercises within the team and with other Nottinghamshire Local Authorities have formed part of that process.

The food enforcement function last received a focussed audit from the FSA audit division in March 2010.

Their feedback report was received in May of that year. The audit primarily focussed on our enforcement of HACCP, inspection and other service monitoring arrangements, complaint investigations and food sampling. Following this audit, an action plan was produced, and actions subsequently completed.

**Review**

**6.1 Review against the Service Plan**

Progress against the Divisional Service Plan and this Service Plan is monitored on a quarterly basis as part of the Council’s performance review system. A performance management system call PENTANA is utilised and performance against targets/actions is monitored utilising team meetings, divisional management team meetings, Corporate Management Team meetings and Cabinet.

The Service Plan stated that the Council will ‘maintain, as a minimum, a programme of food hygiene inspections in accordance with the Food Law Code of Practice (England) and associated Practice Guidance.’

**6.2 2023-2024 Performance**

**Inspections**

The service continued to prioritise the high-risk food hygiene inspections in line with guidance from the Food Standards Agency and completed all but 149 Category E premises by March 31st, 2023. These were completed during 2023.

By the end of March 2024,and following the backlog of premises due to the pandemic, we completed all but 21 Inspections. These consisted of:

1. x category B’s
2. x Category C’s

9 x Category D’s, and

6 x Category E’s

The outstanding category Bs were due to a technical problem in the reporting system during the last quarter. The outstanding C’s were due to the premises being temporarily closed for refurbishment. Feedback was made to the FSA.

**The team’s enforcement work in 2023-2024 consisted of:**

|  |  |
| --- | --- |
| Voluntary closures | 6 |
| Hygiene improvement notices | 32 |
| Food Hygiene Prosecution | 1 |
| Formal warning letters | 342 |

Joined up collaborative working and information sharing between the Environmental Health team and Nottinghamshire Trading Standards team has continued following the contacts formed during the pandemic, and we are hopeful this will continue.

Environmental Health officers have raised awareness of the risks of allergens in food and discussed control methods with FBO’s as well as educating them on the Food Information regulations and Natasha’s Law. To assist business, guidance has been included in all letters and formal notices issued to businesses. This helps reduces administrative burden on business and hopefully prevent negative demand on ADCs’ Food team and Nottinghamshire County Councils Food Standards

The number of food establishments that are broadly compliant has decreased in the last year from 91 % to 88%

This may be a result of inspection times being longer during the pandemic and the cost of living crisis which appears to have affected businesses.

At the time of writing (11th July 2024)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Rating** | **2022-2023** | **2022- 2023** | **2023-2024** | **2023- 2024** |
|  | **Number of premises**  | **% of premises**  | **Number of premises** | **% of premises**  |
| 5 Star | 629 | 71 | **617** | **66** |
| 4 Star | 114 | 13 | **108** | **11.5** |
| 3 Star | 61 | 7 | **102** | **11** |
| 2 Star | 20 | 2.25 | **16** | **1.7** |
| 1 Star | 13 | 1.5 | **12** | **1.3** |
| 0 Stars | 1 |  | **1** | **0.1** |
| Awaiting Inspection | 25 | 4 | **43** | **4.7** |
| Exempt | 38 | 3 | **37** | **4** |
|  | **901** |  | **936** |  |

Businesses that do not achieve a maximum FHRS score are re inspected to ensure they have complied with all matters noted at the initial inspection and to ensure they have improved sufficiently to satisfy they are broadly complaint to protect public health.

However, premises are only rescored if they request a visit to re score them. This is a chargeable service and occurs as a further un-announced inspection

All businesses may request a re-score, appeal a score, and/or have the right to reply to an inspection and score and this can be documented on the FHRS website

Businesses also receive up to 60 minutes free telephone advice and information. Advice can also be arranged in person at the Council office. The Council provide a chargeable service for any pre- inspection and advisory visits to premises.

**6.3 Identification of Variation from Service/Business Plan**

Due to a reduction in resources, pro-active food sampling activities were reduced again during 2023-20243 and we only submitted 88 samples for microbiological sampling, in line with the national sampling plan.

In both cases, we worked with the business to identify the source of the hazard and proposed actions to remove risk.

We adhered to the FSA’s recovery plan during 2022-2023 and were left with 149 outstanding category E inspections not completed. Promotional and advisory work has been focused on public health and adhering to the many covid regulations we have been working to.

Looking ahead, we intend to carry out all programmed interventions this year and increase our food sampling activity. We also plan on reviewing and updating food safety framework procedures.

**6.4 Areas for Improvement**

Improvements/Service Developments Planned for 2024- 2025

**Service Review**

* The authority is presently going through a review of all services with an aim to develop/improve the services and to continue to meet statutory duties and support local businesses in line with corporate priorities.
* Where there are any relevant improvement plans or service developments identified, these will be set out in the planning departments service plan.

**Improving Health Plan**

* Throughout the year, we will continue to work with other partners local authorities to

promote the ‘HOT; award and encourage food businesses to apply.

**Develop a Customer Satisfaction Assessment policy and procedure**

* The Commercial Team do not currently collect customer feedback and satisfaction through paper or electronic questionnaires.
* It is proposed we should develop some customer satisfaction feedback system.

**Income**

The Commercial Section have previously reviewed the way it provides services to businesses. We now raise a small amount of income for discretionary services that are beneficial to businesses.

These fees need to be reviewed in 2024 2025.

The Council charges for some services that will help businesses to succeed and increase their sustainability including:

* FHRS rescore inspections.
* Advisory visits to new and existing businesses
* Pre-inspection FHRS audit visits
	+ Businesses may request an audit visit against the FHRS Brand Standard criteria, to help them achieve a high FHRS score when inspected

There is a possibility that the FHRS will become mandatory for all Local Authorities to join the scheme, and for mandatory display of window stickers at all relevant food businesses. This may result in an increase in the number of appeals, requests for re-score and requests for the right to reply from businesses, for which businesses will be required to make payment to the Local Authorities.

**Other ideas for income**

There is the option of offering food hygiene training to businesses, and two Environmental Health Officers have the relevant qualification to do this. However, in such a competitive market, we would need to look at whether we can do this on a cost recovery basis.

Online food hygiene training is very cheap so we would need to look at something that makes us more desirable than a £25 online course.

**Appendix A**

**ORGANISATION STRUCTURE**

**Council**

**Cabinet**

**Chief Executive**

**Deputy Chief Executive**

**Service Director – Place**

**Assistant Director – Planning**

**Service Manager**

**Environmental Health Commercial and Environmental Protection**

**P/T Env. Health Technician (Env. Protection)**

**Env. Health Technician (Env. Protection)**

**Env. Health Officer** **(Env. Protection)**

**Env. Health Officer (Food and H&S)**

**Env. Health Officer (Food and H&S)**

**Env. Health Officer (Food and H&S)**

**(Part time)**

**Env. Health Officer (Food and H&S)**

**Graduate Env. Health Officer**

**Graduate Env. Health Officer**

**Appendix B**

**Review of 2024/2025 ACTION PLAN – Commercial Food Safety**

**Core Tasks for 2024/2025**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Task** | **Target** | **Lead** | **Support Required** | **Achieved?** |
| Produce Food Service Plan 2023/2024 and accompanying ODR | By 30/07/2024 | Janet Catley-Young | None | Achieved by 12th July 2024 |
| Complete a programme of risk-based food hygiene inspections and interventions as instructed by the FSA Recovery plan | 31/3/2023 | Janet Catley-Young | None | Completed  |
| Investigate reported cases of food poisoning or suspected food poisoning. | Ongoing | Janet Catley-Young | Liaise with UKHSA and other Local authorities (where applicable) | Ongoing  |
| Re introduce a food and environmental sampling programme | Ongoing | Janet Catley-Young | Liaise with UKHSA and other Local authorities (where applicable) | Completed and year long plan scheduled in  |
| Review Food Safety Framework  | Ongoing  | Janet Catley-Young | None | Ongoing  |
| Develop a Customer Satisfaction Assessment policy and procedure to receive feedback on interventions and enforcement  | By april 2025 | Janet Catley-Young | Liaise with systems support team colleagues: Jo Jones and Mel Berry  | Ongoing  |
| Ensure Officer’s meet the Core competencies and maintain CDP as required by the Food Law Code of Practice. | Ongoing  | Janet Catley-Young | Liaise with UKHSA, FSA and other partners for training  | Ongoing  |
| Introduce a new database OR migrate CIVICA APP to ensure continuity of planning food interventions and inspections  | April 2025 | Janet Catley -Young  | Liaise with Digital Transformation team  | Ongoing  |

**Appendix C**

**Activity for 2024/2025**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Project/ Action** | **Priority** | **SIZE** | **Corporate Priority and programme or another Key Driver** | **Intended benefit** | **Project Manager****(Indicate if support)** | **By** | **Budget Implication** | **Support Required** |
| **(Corp/ Key/ Op)** | **(Large/Med/Small)** |
| Continue to work towards the Food Standards Agency Food delivery programme | Operational | Small | Economic Development | Business Support | Janet Catley-Young | 31/03/25 | Within existing budgets |  |
| Introduce and implement a departments Facebook page to highlight work of the commercial team | Operational | Small | Economic Development | Business SupportCustomer Service | Janet Catley-Young | 31/03/25 | Within existing budgets | Corporate Comms. team |
| Completion of Service Review | Operational | Medium | Org. Imp. | Improved Service | Janet Catley-Young/ Christine Sarris | 31/03/25 | Within existing budgets | Performance Improvement Team/peer Directorate |

**2023/2024 Environment Division Business Plan Actions – Commercial Food Safety**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Description** | **Benchmarking (where appl)** | **2024/2025****Target/ Aim** |
| ADC SPI166 | % of food businesses achieving a score of 4 or 5 under the Food Hygiene Rating Scheme |  | 95% |
| ADC SPI167 | % of programmed food safety inspections and interventions achieved. |  | 95% |
|  | Additional HOT Award Accreditations |  | 6 |

**Appendix D**

******Language considerations**