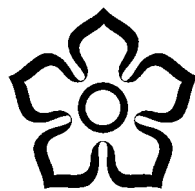


**Leicester City Council's
Service Plan for Food Enforcement**

2001/2002



Leicester City Council

Environment & Development

1. Introduction

1.1 Purpose of Service Plan

1.2.1 This Service Plan for Food Enforcement outlines how Leicester City Council intends to fulfill its statutory obligations to maintain safety and quality standards for food and animal feedingstuffs in Leicester.

1.2 Aims and Objectives

1.2.1 Within the context of The Leicester Community Plan 2001/2003 and its statutory obligations Leicester City Council's regulatory services work to achieve the following objectives in food enforcement:

- To prevent ill-health and death arising out of food poisoning from the consumption of food which has been contaminated by microbacteria and toxins in the process of manufacture, distribution, preparation and sale;
- To ensure that consumers can enjoy good quality food in Leicester and from Leicester producers;
- To prevent economic loss arising out of adulteration and fraud in the production and sale of food;
- To ensure that consumers are able to make informed choices about the food they buy.

1.2.1 Leicester's Community Plan 2001/2001 has six priorities which are corporate aims of Leicester City Council. The work of Leicester's regulatory services links directly to the following Community Plan priorities and goals:

- **Health and Social Care:** To promote healthy living and help give people the opportunity to make informed choices about the way they live their lives.
- **Jobs and Regeneration:** To support excellence in existing industries and services.

2. Background

2.1 Profile of Leicester

- 2.1.1 Leicester is an urban authority with a population of 290,900. Around 30% of the population are from ethnic communities that originate in the Asian sub-continent. Over 70,000 people commute to work in Leicester every day and the student population of Leicester has now risen considerably over 10,000. It is the largest City in the East Midlands and the tenth largest in the country.
- 2.1.2 Leicester City Council is a Unitary Authority. It acquired Unitary Status in April 1997.
- 2.1.3 Leicester is a major regional commercial, manufacturing and retail centre located close to the M1 and M69. It is known better for diversity of its trade than for the dominance of any single industry. Textiles and clothing are important but declining manufacturing industry. The proportion of the workforce employed in manufacturing is higher than the national average of 24% and this reflects the relative importance of this sector in the City's economy.
- 2.1.4 As of 1 April 2001 Leicester City Council had records on 2400 food businesses and premises operating in the city and subject to monitoring by the City Council. A handful of these are of regional and national significance such as Walkers Snack Foods, Walkers Midshires, Foxes, Blackfriars Bakery, Kirby & West Dairy. A small number of food businesses distribute, process and sell foods imported from countries outside the EU.
- 2.1.5 Changes in the retail sector have been driven by new retail developments in the City Centre as well as at Fosse Park close to the City's boundary. There has been pressure on the 'corner shop'.
- 2.1.6 Leicester's service sector has grown in recent years and now employs 60% of the workforce. The leisure sector has increased substantially with more restaurants, fast food outlets, pubs and clubs opening up. Particular features of Leicester's food industry are its Asian restaurants.
- 2.1.7 A large number of the businesses in Leicester are small enterprises employing less than 20 employees. Many of these are run by people from Asian and other ethnic communities and for whom English is not their first language. Several languages are spoken by proprietors and staff including Bengali, Gujarati, Urdu, Chinese and Turkish.

2.2 Scope of Leicester City Council's food enforcement responsibilities

- 2.2.1 As a Unitary Authority the Council is responsible for the full range of **food safety** and **food standards** duties laid down by the Food Safety Act and the provisions of the Agriculture Act 1970 in relation to feeding stuffs.

2.3 Demands on food enforcement services

- 2.3.1 Leicester has a diverse range of food related businesses and premises.
- 2.3.2 There are 12 premises in Leicester in which food products are manufactured for export to European Member countries and subject to enhanced product specific hygiene regulations. The European Union Approved establishments comprise those producing dairy products; minced meat/meat preparation establishments and meat products establishment.
- 2.3.3 There are 44 butchers premises licensed by the authority under the licensing regulations which came into force in November 2000.
- 2.3.4 Leicester City Council acts as 'Home Authority' on food hygiene issues for Walkers Snack Foods and the HM Prison Service and on food standards issues for 29 businesses.
- 2.3.5 There are no feedingstuffs premises approved, registered or approved by the RPSGB in Leicester.
- 2.3.6 The table below shows a risk profile of Leicester's food businesses¹ as it relates to food safety/hygiene issues.

Level of Risk	Producers	Slaughterhouses	Manufacturers	Packers	Importers	Distributors	Retailers	Restaurants & caterers	Manufacturers of articles in contact with food	Manufacturing Retailers	Total
Total	4	1	71		2	49	673	1593	2	NA²	2395
A			9			1	7	123			140
B			22			1	26	294			343
C			29			24	169	887			1109
D			8		2	21	209	146			386
E	1		3			1	212	100			317
F						1	50	41			92
Zero		1 ³							2 ⁴		3
Unrisked	3							2			5

Table 1: Food Hygiene Risk Profile as 1 April 2001 using the MAFF/FSA Code of Practice 9, Risk Rating Scheme.

¹ As of 1/6/01 the Food & Community Public Health Service database contained details on an additional 318 Non-Food Premises with the following risk profile 81 A, 18 B, 50 C, 64 D, 61 E, 32 F, 12 unrisked and details of 10 Unknown Use premises with risk profile 3 A, 1 B, 1 D, 1 E, 1 F and 3 unrisked.

² Not currently available. Work underway to disaggregate from other categories.

³ Responsibility of the Meat Hygiene Service

⁴ Responsibility of the Consumer Protection Service

2.3.7 The risk profile in the area of food standards is as follows⁵:

Level of Risk	Producers	Slaughterhouses	Manufacturers & Processors	Packers	Importers	Distributors	Retailers	Restaurants	Manufacturers of articles in contact with food	Manufacturing Retailers	Total
Total	4	1	58		8	51	699	1144	2	7⁶	1974⁷
High							1				1
Medium			28			4	28	10			70
Low	2		16		7	44	461	788		7	1325
Negligible			10			3	172	258	2		445
Zero	2	1	2		1		17	65			88
Unrisked			2				20	23			45

Table 2: Food Standards Risk Profile as 1 April 2001 using Consumer Protection Service Risk Rating Scheme.

2.4 Organisational structure

2.4.1 The Food & Community Public Health Service has responsibility for food hygiene, health and safety, public health activities in all food premises excluding residential care home kitchens, office and factory canteens and petrol filling stations. In the latter food premises the Food & Community Public Health Service takes lead responsibility for policy although enforcement is undertaken by the Private Sector Housing, Public Safety and Pollution services. The Food & Community Public Health Service also deals with infectious disease work including investigation of food poisoning. Applications for planning permission are also commented on.

2.4.2 The Food & Community Public Health Service was re-organised in 2000/2001 into three area based operational teams. These came into operation from 1 April 2001.

2.4.3 The Consumer Protection Service has responsibility for food standards issues such as the labeling, pricing, composition, weights and measures aspects of foods and feedingstuffs. The Service also provides information, advice and support to consumers with food enquiries and complaints.

2.4.4 The Consumer Protection Service was established in April 1997 following transfer of functions and staff to Leicester City Council on Local Government Re-organisation.

2.4.5 *See Annex A for the Organisational Structure.*

⁵ The Consumer Protection Service is responsible for regulating the activities of an additional 2985 non-food businesses.

⁶ Seven butchers have been identified as retailers manufacturing their own products on site as of 1/6/01. Further work underway to disaggregate bakers and Asian sweet marts.

⁷ The divergence between F&CPH and CPS data is primarily due to the exclusion of food premises such as schools and works canteens from CPS reports.

2.5 Provision of Specialist Services

- 2.5.1 Food Examination for microbiological purposes is carried under a service level agreement with the Public Health Laboratory Service;
- 2.5.2 Scientific investigations into the composition, authenticity, quality and labeling of food products are carried by the Public Analyst Service jointly funded with Leicestershire County Council.
- 2.5.3 Agricultural analysis is carried out under a joint arrangement with Leicestershire County Council by the Public Analyst.

2.6 Consumer and business access to help and advice

- 2.6.1 Food enforcement services are delivered primarily from Leicester City Council's main administrative complex located in the City Centre. Public access to Services is within office hours although officers work outside these hours when the nature of work dictates.
- 2.6.2 Consumers and businesses can report complaints relating to food or seek information and advice through a number of gateways.
- 2.6.3 Leicester City Council operates a comprehensive drop-in and phone-in Customer Service Centre in its main administrative complex during office hours.

Customer Service Centre
New Walk Centre
Welford Place
Leicester, LE1 6ZG.

The Environment, Development and Commercial Services Department operates a dedicated telephone call centre (Helpline) for its services during office hours: Tel: 0116 252 6339.

The Consumer Protection Service has a 'High Street' presence for drop-in and phone-in enquiries during office hours.

Consumer Advice Centre
10/12 Granby Street
Leicester, LE1 6ZG
Tel: 0116 299 5600

The Food & Community Public Health Service operates a telephone advice line during office hours; Tel: 0116 252 6420. There is an out of hours emergency service which operates from 17.00 to 08.30 on a weekday and 24 hrs at weekends and Bank Holidays.

A translation and interpreting service is available within the Council.

Leicester City Council has a website at www.leicester.gov.uk and the Consumer Protection Service has an e-mail address at consumer.protection@leicester.gov.uk

2.7 Enforcement Policy

- 2.7.1 Leicester City Council's regulatory services work in accordance with the Enforcement Concordat which was adopted by the City Council in March 1999 and the Code of Practice for Crown Prosecutors in situations where prosecution is being considered.
- 2.7.2 The principles of the Enforcement Concordat and Code of Practice seek to ensure that officers carry out action in a fair, practical and consistent manner and that formal enforcement is applied only where there is a real risk of harm to people's health and economic interests.
- 2.7.3 Enforcement policies and procedures are being documented to ensure quality and consistency in application.
- 2.7.4 The managers of regulatory services will be reviewing their enforcement policies in 2000/2001 with a view to producing a single statement of Leicester City Council's Enforcement Policy.

3. Service Delivery

3.1 Pro-active monitoring of business standards and conduct

3.1.1 Leicester City Council's food enforcement services undertake pro-active monitoring of businesses and premises based on an assessment of risk to public health and consumers' economic interests. Monitoring is usually undertaken in a physical inspection of the premises although for some matters product sampling and testing will take place. A variety of factors are taken into account in the targeting of monitoring efforts. These include the nature of the business, its size, the customer profile, track record of compliance, quality of management systems. The risk rating schemes are publicly available.

3.1.2 A database of commercial and domestic premises (including those connected with food businesses) is maintained on a Uniform 2000 computer software package. The database is shared by regulatory services in Environment and Development. There are some 2400 food related businesses and premises on the database.

3.1.3 The Food & Community Public Health Service deals with over 200 new food registrations every year and is the lead service for maintaining the integrity of the food premises database. There are 328 premises with a history of food related activities which are not on an inspection programme but are monitored in case they have come back into use as food premises.

3.2 Food Safety Inspections

3.2.1 A food safety/hygiene inspection essentially covers the structural condition of the premises, the state of cleanliness, hygiene factors and procedures.

3.2.2 Food safety inspections are programmed at the frequency recommended in Code of Practice No. 9 (amended October 2000) although they may be brought forward in response to complaints about a food premise. Where serious non-compliance is discovered a re-visit/s will take place.

Risk category & Frequency of Inspection	A	B	C	D	E	F	Total
	6 months	1 year	18 months	2 years	3 years	5 years	
Number of premises	140	343	1109	386	317	92	2387 ⁸
Inspections Programmed 2001/2002	9 1296				147		1443
Inspections carried over from 2000/2001	65				292		357
Re-visits to check on compliance (Estimate)	300				0		300

Table 3: Food Safety Inspection Programme for 2001/2002.

⁸ Excludes 328 premises with a history of food related activities and currently not operating in food businesses.

⁹ At 12/07/01 following a review of the uniform system an additional 111 premises were added to this category.

- 3.2.3 A total of 4.70 FTE officers will be committed by the Food & Community Public Health Service to carry out the 2001/2002 programme of 2111 food hygiene related inspections and visits. This may be supplemented with additional visits and inspections to licensed butchers. This estimate does not include the time taken to complete the recently introduced LACOTS Aide Memoir/Inspection Checklist.
- 3.2.4. All new premises will be visited and inspected within 28 days of receipt of the registration form.
- 3.2.5 Premises which have closed will be removed from the system in accordance with the protocol agreed by the Uniform Users Group.
- 3.2.6 Inspections are allocated quarterly to officers of the Area Teams. Generally speaking officers will inspect premises located in their Area. However, service priorities and resources may require departure from this. Higher risk premises (A,B,C) will generally be allocated to Environmental Health Officers permanently employed by the City Council. Lower risk premises will be allocated to EHOs employed by the City Council on a consultancy basis. Officer performance will be monitored by their immediate line manager and any missed inspections will be carried forward to the next quarter.
- 3.2.7 The Area Team Manager (Central Area) will monitor the inspection programme as a whole and will periodically report on progress to the Head of Service.

3.3 Food Standards Inspections

3.3.1 Food standards inspections of premises are generally undertaken as part of more comprehensive inspections of business premises which typically include checks on pricing, compliance with date mark requirements, use of appropriate weighing equipment, display of statutory notices. A food standards inspection can lead to the acquisition of food samples to check on the quality, composition and labeling of foods.

3.3.2 The Food Standards Inspection programme is set out below:

Risk category & Frequency of Inspection	High	Medium	Low	Total
	1 year	2 yearly	5 years	
Number of premises	1	70	1325	1396
Inspections Programmed 2001/2002	1	35	265	301
Re-visits to check on compliance (Estimate)	120			120

Table 3: Food Standards Inspection Programme for 2001/2002.

3.3.3 Food standards inspections are programmed at the frequency recommended in Code of Practice No. 8 (amended October 2000) and in accordance with the Consumer Protection Services risk assessment scheme. Inspections may be brought forward in response to complaints about a food premise.

- 3.3.4 Where serious non-compliance is discovered a re-visit/s will take place. Inspections of premises with a negligible or zero risk are triggered by complaints or undertaken in association with other projects. The nature and significance of the risks associated with poor food hygiene generally leads to a different frequency and pattern of inspections than in the case of food standards.
- 3.3.5 It is estimated that a total of 0.75 FTE officers will be committed to carrying out 421 food standards related visits in 2001/2002.

3.4 Complaints about Food Products and Food Premises

- 3.4.1 All food complaints from the public and trade are recorded and assessed by officers to identify the appropriate response. A significant number give rise to public health or economic issues and require prompt investigation. Those which do not require prompt action are recorded for officers to consider or raise with business proprietors at the next scheduled contact.
- 3.4.2 The Food & Community Public Health Service investigates complaints about specific products and food premises relating to food hygiene. Generally speaking food purchase complaints are dealt with by the Area Team responsible for the area in which the complainant resides. If the complainant resides outside Leicester then the complaint will be dealt with by Area Team in whose patch the product supplier is based. Complaints about food premises will be allocated to the Area Team responsible for the area in which the business is based.
- 3.4.3 During the year 2000/2001 the Food & Community Public Health Service received :
- 93 food purchase complaints
 - 915 complaints about food premises
- 3.4.4 A similar number are anticipated this year. It is estimated that 1.32 FTE officers are required this year to investigate complaints about food and food premises.⁹
- 3.4.5 The Consumer Protection Service investigates a broad range of food related complaints including those relating to the way in which a food or drink product is marketed, described, priced, labeled and packaged. A significant proportion of complaints are initiated by officers sampling or inspection work.
- 3.4.6 The Consumer Protection Service provides advice and assistance to consumers seeking redress for poor quality catering services, food products and minor personal injury.
- 3.4.7 380 food related complaints were reported to Leicester City Council in 2000 from members of the public, other businesses and local authorities via the Consumer Advice Centre. Where appropriate complainants were referred to enforcement officers in the Food & Community Public Health Service and Consumer Protection Service.

⁹ See Annex A, Resource Assessment

3.4.8 In 2000/2001 the Consumer Protection Service recorded:

- 96 investigations of significant non-compliances found through monitoring activities;
- 34 investigations initiated as a result of home authority referrals from other local authorities
- 176 investigations arising out complaints from members of the public (133 from Leicester consumers, 26 from non-Leicester consumers, 17 local authority referrals)

3.4.9 Modest increases are expected in the number of complaints, enquiries and investigations arising from food and it is estimated that 0.5 FTE officer will be required to deal with them.

3.5 Business Advice

3.5.1 Advice is available to food businesses on request. Generally, however, advice is provided during visits to premises. Information leaflets and packs are available for people considering setting up a food business

3.5.2 The Food & Community Public Health Service and the Consumer Protection Service provide a telephone advice line for businesses.

3.5.3 The Food & Community Public Health Service does not record data on the number of businesses requesting advice outside of the inspection programme. It is estimated that 25% of the calls received by the Service relate to food issues. A provision of 0.25 FTE officers has been made for dealing with requests for advice. Advice to the home authority businesses is calculated at 2 days of officer time.

3.5.4 The Consumer Protection Service recorded 66 requests from traders for advice on food standards matters in 2000/2001. A provision of 0.1 FTE is being made to respond to business advice requests.

3.5.5 The Food & Community Public Health Service has formal 'Home Authority'¹⁰ relationships with two food businesses in Leicester: Walkers Snack Foods and HM Prison Service. The 'Home Authority' relationship with HM Prison Service is at low level of intensity. The resource estimated to take a national lead on these food premises is estimated a 2 days per annum.

3.5.6 The Consumer Protection Service has informal 'Home Authority' relationships with 29 local food businesses. The resource estimated to support this role is 0.1 FTE officers.

¹⁰ Home Authority relationships are established for businesses which have a significant regional or national trading presence and therefore interact with the regulatory services of numerous local authorities. The Home Authority undertakes to take a lead role in providing business advice to that business and taking up a central liaison role in the event of problems being discovered. Relationships differ in the level of formality. Information on Home Authority commitments are maintained at national level by LACOTS.

3.6 Food Sampling

- 3.6.1 The acquisition and analysis of food products is an integral feature of Leicester City Council's monitoring activities.
- 3.6.2 The Food & Community Public Health Service undertakes microbiological sampling in accordance with local priorities including those identified by the Leicestershire Food Liaison Group, and in support of EU and LACOTS co-ordinated food surveillance programmes.
- 3.6.3 The food sampling programme for Leicestershire will form the basis for Leicester's food microbiological sampling activities. This programme will encompass international, national, regional, and local sampling issues.
- 3.6.4 Seven programmes have been set for 2001/2002 and 1600 samples (6400 sampling units as defined by the Public Health Laboratory Service) will be acquired. Of these around 320 may be substituted by samples taken as part of programmed inspection. It is estimated that 1.6 FTE will be required for food sampling.
- 3.6.5 The Consumer Protection Service undertakes sampling of food products in accordance with local priorities and advice from the Public Analyst. The sampling programme is informed primarily by the outcomes of sampling programmes previously undertaken by the Service or elsewhere in the country; and through information sharing at regional level¹¹ and nationally at LACOTS.
- 3.6.6 The Consumer Protection Service approach to food standards sampling is to monitor:-
- The final product from 'Home Authority' producers
 - Food that is prepared in Leicester for consumption in Leicester
 - Specific product related products identified by Leicester consumers by way of complaint, consultation, etc
 - To participate in any regional/national programme which would benefit the consumers of Leicester.
- 3.6.7 In deciding which food products to sample the Consumer Protection Service will consider:
- The susceptibility of the product to quality variation or deliberate adulteration at local level
 - The level of detriment that this may cause
 - The vulnerability of consumers, that is higher priority to the elderly, children and people with illnesses.
- 3.6.8 The Consumer Protection Service sampling programme is contained in Annex D. 600 samples will be acquired and a commitment of 0.68 FTE officer and manager time will be made to this.

¹¹ Leicester City Council Council's Consumer Protection Service is a member of the East Midlands Co-ordinating Body on Trading Standards (EMCOTS). EMCOTS has a standing officer liaison group on food standards issues.

3.7 Outbreak Control and Infectious Disease Control

- 3.7.1 The Food & Community Public Health Service will record all notifications of food poisoning. High risk patients will be monitored and where necessary be excluded from work or school/nursery until clearance is obtained from the Consultant in Communicable Disease Control (CCDC), Leicestershire Health Authority.
- 3.7.2 It is estimated that there will be 200 notifications during 2001/2002 and that 0.1 FTE will be required for this activity.
- 3.7.3 The Outbreak Control Plan will be implemented in the case of a major outbreak. The resources required will depend on the nature and extent of any outbreak. If necessary, resources will be diverted away from other lower priority work areas and activities.

3.8 Responses to Food Hazard Warning

- 3.8.1 The Food & Community Public Health Service will deal with Food Hazard Warnings in accordance with Code of Practice 7 and guidance issued by the Food Standards Agency. The Area Manager (Central) has lead responsibility and the out of hours service is set up to deal with any warnings which occur outside normal office hours. Warnings are received electronically via EHCNet (an e-mail based communication system run by the Chartered Institute of Environmental Health) and by pager.
- 3.8.1 The resources required will depend on the nature and extent of any Food Hazard Warning. If necessary, resources will be diverted away from other lower priority work areas and activities and/or brought in from the Consumer Protection Service and other regulatory services. In the year 2000 the service received 22 Food Hazard Warnings.
- 3.8.2 A Food Hazard Warning policy and procedure document will be agreed and implemented by September 2001.

3.9 Responses to Feedingstuffs Safety Incidents

- 3.9.1 The Consumer Protection Service will comply and act upon any notifications of animal feedingstuffs hazards. None are anticipated in 2001/2002.

3.10 Food Safety and Standards Promotion

- 3.10.1 A high public and trade awareness of food safety and standards issues is a factor in encouraging better business compliance with best practice and legislation, reducing food poisoning and economic fraud, and creating more informed and discerning consumers.
- 3.10.2 The Food & Community Public Health Service and the Consumer Protection Service will, subject to other priorities, carry out educational campaigns as an integral element of their enforcement approach. The Services will participate in inter-authority campaigns like the National Food Safety Week and National Consumer Week.
- 3.10.3 The resource commitment to this area will be 4 days from both Services.

3.10.4 A significant contribution to promoting food safety is made by the Food & Community Public Health Service's food hygiene training service. Courses in food hygiene are offered at basic, intermediate and advanced levels in English and several other community languages. Approximately 700 people will be trained by the Food & Community Public Health Service in 2001/2002.

3.10.5 The resource required for food hygiene training is 2 FTE in the Food & Community Public Health Service.

3.11 Liaison with Other Organisations

3.11.1 It is the aim of the Food & Community Public Health Service and the Consumer Protection Service to apply best practice in dealings with food businesses and respond in a manner proportionate to the level of risk and detriment. Consistency of approach with neighbouring and national agencies will be sought to the extent that this supports protection of the public and visitors to Leicester. The Services participate in a number of networks:

Food hygiene/safety

- (CIEH) Leicestershire Food Liaison Group
- LACOTS Food Liaison Group
- Midland Cities Group

Food standards

- Public Analyst/Consumer Protection Service Meetings
- East Midlands Co-ordination Of Trading Standards (Food Standards) Group
- Trading Standards Unitary Cities Group

3.11.2 The resource required for this area of work is estimated to be 0.1 FTE in the Food & Community Public Health Service and 0.1 FTE in the Consumer Protection Service.

4. Resources

4.1 Financial Allocation

4.1.1 Given the multidisciplinary and integrated organisation of food related service delivery it is not possible as at 1/4/2001 to provide a comprehensive and detailed report on the financial allocation to food enforcement or to its component activities. Moreover, many expenditures such as training, IT, legal and other support services costs are paid for out of generic Service budgets or provided by other Services as services in their own right (e.g. Helpline).

4.1.2 The Food & Community Public Health Service, which has been re-organised into three multi-disciplinary Area Teams, has retained two costs centres in 2001/2002 relating to some food related activities. The cost centre structure within the Food & Community Public Health Team will be reviewed and amended during 2001/2002.

120351 - Food Control

Staffing	417,000
<u>Running Costs</u>	<u>14,600</u>
Gross Expenditure	431,600

<u>Less:</u>	
Income	5,000
<u>Net Expenditure</u>	<u>426,600</u>

The finances provided reflect the old structure.

Income relates to butchers licensing.

The Cost Centre does not include food complaints, food poisoning investigations, food premises inspections undertaken by officers previously in the Public Health Teams.

120352 - Food Training

Training courses	(35.5)
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The training function provided by the Food & Community Public Health Service is run on a stand-alone break-even basis utilising external trainers and Service officers. The extent of support from management, admin and officers is being investigated.

4.1.3 The Consumer Protection Service is organised into three teams of multidisciplinary officers tackling consumer protection issues in trade sectors. Food standards issues or related issues such as personal injury, weights and measures may arise in any sector.

120430K128 - Public Analyst

Contribution to Joint Arrangement
with Leicestershire County Council

- £128,900

The contribution covers the employment of 4 scientific staff and some of the running costs. Much of the Public Analyst activities relate to the examination and testing of food and drink including water.

The required contribution to costs of the Public Analyst exceeds the budget by about £16,000 which is diverted from other budget heads of the Consumer Protection Service.

4.2 Staff Allocation

- 4.2.1 As with the Financial Allocation it is difficult to disaggregate the planned or actual allocation of staff resources to food related enforcement.
- 4.2.2 The Food & Community Public Health Service comprises 20 Environmental Health Officers and a technical officer, 8 of whom specialise in food hygiene matters, and officers working in Pest Control and Dog Warden Teams. Additionally the Service intends to appoint 3 technical officers, 1 of whom will specialise in food hygiene matters. The F&CPH Service employs the FTE of 2 trainers.
- 4.2.3 The management of food related and public health activities is undertaken by three Area Public Health Managers of which one has an overall strategic lead role for the Service. As yet there is no information available on the actual resources required for management of food related enforcement in this new organisational arrangement. All managers and specialist officers are EHORB Registered and adequately experienced in food safety enforcement as required by FSA Code of Practice 19.
- 4.2.4 Administrative support consists of 4 FTE posts of which at least 1.5 FTE are dedicated to supporting food safety related activities.
- 4.2.5 The Consumer Protection Service comprises 23 Trading Standards and Consumer Protection Officers. There are no posts which specialise in food related enforcement although it is a significant (but not the main) element in the work activities of 3 officers and 1 Manager. The Service has 4 officers with appropriate qualifications and experience to meet the requirements of the FSA Code of Practice 19 and 3 further officers are undertaking the Diploma in Consumer Affairs Food Paper in June 2001 to increase the capacity of the Service to undertake food related enforcement.
- 4.2.6 The demands for animal feedingstuffs enforcement in Leicester is negligible.
- 4.2.7 Administrative support consists of 4 posts of which 0.1 FTE is dedicated to food standards activities.
- 4.2.8 More detailed resource calculations and costings will be undertaken in preparation for the Best Value Review of Regulatory Services in 2002.

4.3 Staff Development Plan

- 4.3.1 The Environment & Development Department has Investor in People Status. All officers in The Food & Community Public Health Service and the Consumer Protection Service are subject to annual appraisal under a corporate Employee Review & Development Scheme. The appraisal covers issues of performance, current and anticipated learning needs.
- 4.3.2 The Food & Community Public Health Service and the Consumer Protection Service operate locally devised competency schemes to facilitate staff development.

- 4.3.3 Immediate and anticipated learning needs are identified in the course of work/service planning, staff management including annual ERDS meetings.
- 4.3.4 Identified needs are prioritised according to beneficial impact on service delivery and management. Generally speaking the order of priorities is: training to satisfy statutory/mandatory requirements (e.g. Food Standards Agency minimum training requirements); remedial training to improve shortcomings in individual performance; training to underpin new work areas or fill gaps when competent officers leave; Service capacity building and personal development.
- 4.3.5 Arrangements are in hand to improve the administration of officer training records in Food & Community Public Health Service and the Consumer Protection Service.

5. Quality Assessment

5.1 Introduction

5.1.1 The Food & Community Public Health Service and the Consumer Protection Service have obtained Charter Mark status for Noise Service and full service respectively in 2000. In 1999 the Services were pathfinders in the development of Leicester's Best Value Review process and application of the European Foundation's Excellence Model.

5.2 Performance Management

5.2.1 The Food & Community Public Health Service and the Consumer Protection Service maintain documented work processes and procedures. These have become obsolete due, among other things, to new FSA requirements, IT systems development and new organisational structures. Management will undertake a review of key/critical processes and performance management arrangements with a view to their documentation and implementation by the end of 2001.

5.2.2 Management of performance is undertaken by front-line managers and this includes regular desk top reviews of complaint and inspection files. The target is:

- To review 10% of all programmed inspections per operational officer
- To review 10% of all complaint investigations per operational officer
- To review 100% of investigations involving 'adverse samples' (CPS only)
- To review 100% of all 'Notices', 'Written warnings' issued by officers (F&CPH only)

Officers who are new to food enforcement or have returned after a prolonged absence are subject to closer supervision depending on the quality of their prior experience and CPD history.

5.3 Customer Satisfaction Surveys

5.3.1 All businesses, including food businesses, subject to an inspection by the Consumer Protection Service are left a customer satisfaction questionnaire for completion and return to the Head of Service. All consumers whose food related complaints are taken on by the Service for the purposes of an investigation or resolution of a civil compensation dispute are sent a satisfaction questionnaire.

5.3.2 The Food & Community Public Health Service will implement post-inspection satisfaction questionnaire and complainant questionnaires from 1 October 2001.

5.4 Complaints against Service

5.4.1 Complaints against Service are investigated by line managers and the Head of Service depending on the nature of the complaint and the complainant's satisfaction with the outcome. The findings of complaint investigations are considered by the Service Management Teams at their regular weekly meetings and actioned appropriately.

5.5 Intra-authority and Inter-authority Audits

- 5.5.1 The Food & Community Public Health Service is a member of the Leicestershire Food Liaison Group and is programmed for an inter-authority audit against the FSA Standard in 2001/2002. In June 1999 an inter-authority audit was carried out against the draft FSA Standard.
- 5.5.2 The Consumer Protection Service is a participant of the EMCOTS peer review process and is scheduled for audit in November 2001.

5.6 Best Value Reviews

- 5.6.1 The Food & Community Public Health Service, the Consumer Protection Service and other regulatory/enforcement services in the Environment & Development Department are scheduled for Best Value Review in 2002.

6. Review against Service Plan

6.1 Review against the Service Plan

- 6.1.1 The Service Plan for Food Enforcement is a composite plan extracted from the Business Plans of the Food and Community Public Health Service and the Consumer Protection Service for the purposes of seeking councillor endorsement and satisfaction of the Food Standards Agency's requirements.
- 6.1.2 Quarterly reports will be presented by the lead managers to their respective Service Management Teams on the performance against commitments and targets made in the Business Plans.
- 6.1.3 In the last quarter of the financial year the respective Head of Service will undertake a full review of performance in food related enforcement with input from the Service Management Team and officers and will identify the priorities and actions for the coming year.
- 6.1.4 Councillors will receive a review of performance and the Service Plan for Food Enforcement for the following year for consideration and endorsement.

6.2 Identification of any variance from the Service Plan

- 6.2.1 Any significant variances in meeting the Service Plan for Food Enforcement will be identified by the lead managers for the quarterly reviews undertaken by the Service Management Team together with the reasons for the variance and the proposed actions to be taken. The actions to be taken will be SMART and documented.

6.3 Areas of Improvement

- 6.3.1 Where a service improvement or service development is identified as part of the review process or through quality assessments, they will be incorporated into subsequent plans.
- 6.3.2 Areas for improvement were identified as part of the local authority's pilot Best Value Review of food related services in 1999¹². The areas of improvement and progress in tackling them will be reviewed in the Best Value Review of Regulatory Services in 2002.

¹² Report on the Pilot Best Value Review of Food Related Services in Environment & Development, Environment & Development Directorate, 18 August 1999, Report of the Head of Consumer Protection and Acting Head of Food and Community Public Health

7. Annexes

Annex A: Organisational Chart

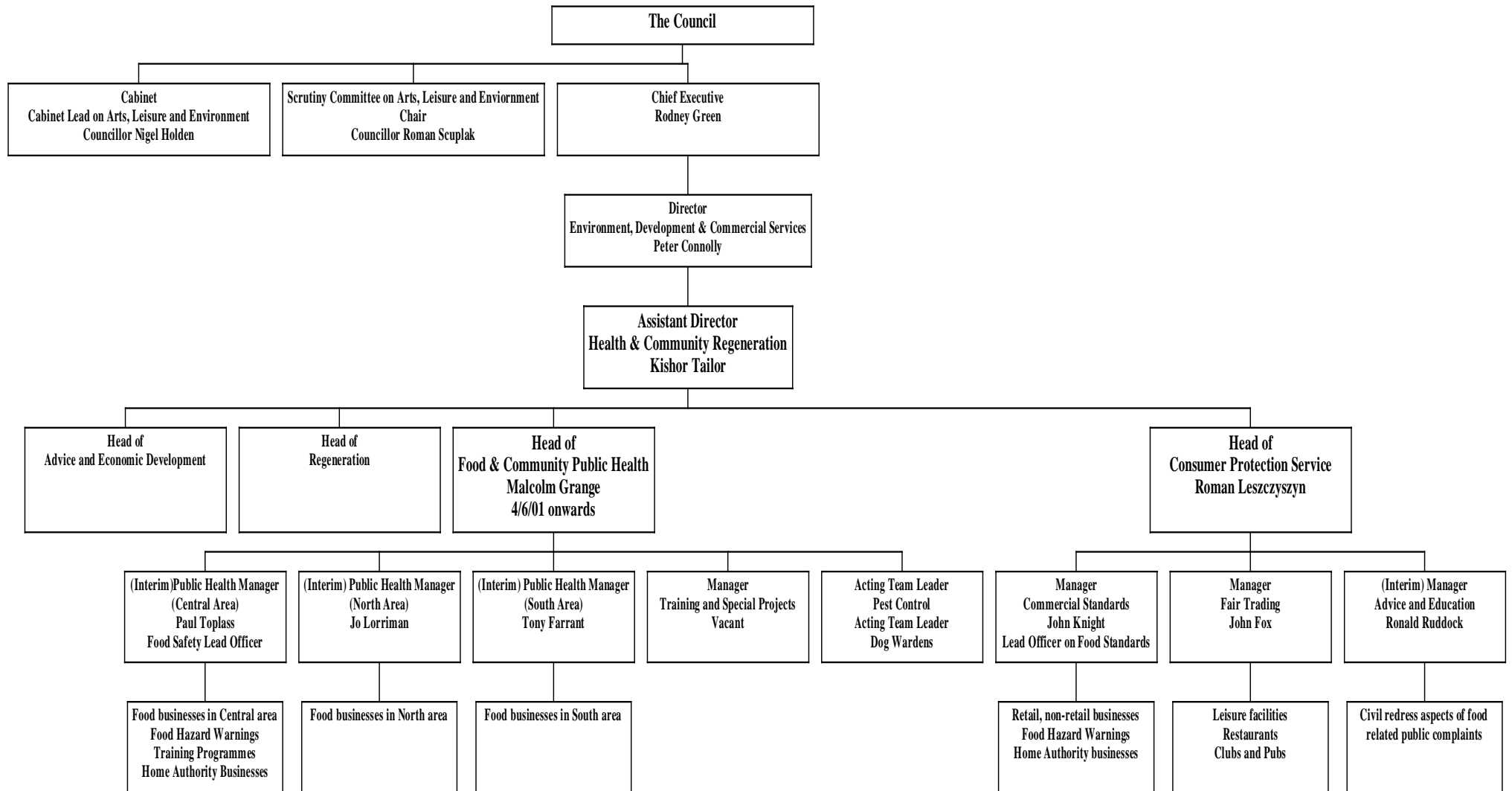
Annex B: Resource Assessment - Food Safety

Annex C: Resource Assessment - Food Standards

Annex D: Consumer Protection Service Sampling Programme 2001/2002

Annex A

Leicester City Council - Organisational Structure



Annex B

Resource Assessment - Food Safety

1. Working days available for service delivery from Full Time Equivalent Post

1 year		52 weeks
Less		
Annual leave	5 weeks	
Bank Holidays/statutory leave	2 weeks	
Sick leave/compassionate leave/etc	1 week	
Training	1 week	
Service and Team Meetings	1 week	
ERDS and individual supervision meetings	1 week	
Number of working weeks for service delivery		41 weeks
Number of working days		205 days

2. Food Hygiene Inspections

Assumptions:- 2 inspections per day for High Risk premises. 3 inspections per day for Lower Risk premises. 3 re-visits per day for premises in all risk categories. The figure includes all documentation of inspection and consequential actions. Based on benchmarking exercises undertaken by Midlands Cities Group, Unitary Cities Group and London Food Control Group.

Activity	Number of events	Number of days	Number of FTE
Inspections due at Higher Risk premises (Cat A-C)	1472	705	3.4
Inspections due at Lower Risk premises (Cat D-F)	439	50	0.72
Re-visits to check compliance	325	108	0.55
Total for Food Hygiene Inspections	1775	818	4.70 FTE

Total staff resource required for food hygiene inspections = 4.70 FTE

3. Risk assessment of New Food Business

Assumption: 3 initial assessments per day for all types of business

Activity	Number of events	Number of days	Number of FTE
Risk assessment of new food business	200	66	0.33

Total staff resource required for risk assessment of new food business = 0.33 FTE

4. Investigation of food purchase complaints and complaints about food premises

Assumption: 2 complaints per day for food purchase. 4 complaints per day for food premises complaint. Includes documentation, communication with complainant and where appropriate investigation, testing and inspection.

Activity	Number of events	Number of days	Number of FTE
Investigation of food purchase complaint including Home Authority	90	45	0.22
Investigation of food premises complaint including Home Authority	900	225	1.10

Total staff resource required for food hygiene inspections = 1.32 FTE

6. Advice to Food Businesses in Leicester on Food Safety related matters

Activity	Number of events	Number of days	Number of FTE
General advice to businesses	NK	52	0.25
Answering requests for information and advice from the Home Authority business	10	2	0.01
Review and production of information/advice sheets		3	0.01

Total staff resources required to advise businesses on food issues 0.27 FTE

7. Food Safety Sampling

Assumptions: 2 days set up time per sampling programme. 1600 samples (less 320 taken as part of inspection) acquired in 7 programmes. taken 5 samples per day.

Activity	Number of events	Number of days	Number of FTE
Setting up and co-ordination of sampling programmes	7	14	0.07 (Manager Time)
Acquisition of sample, documentation and processing	1280	256	1.25

The resource required to undertake food safety sampling is FTE 1.32.

8. Food Safety Promotion

Activity	Number of events	Number of days	Number of FTE
Preparing seasonal press releases; media appearances; events		2	
Food Safety Training			2

The resource available to undertake food hygiene training is FTE 2.

9. Administrative Support

The Food & Community Public Health Service has 4 FTE officers providing administrative support. The functions include inputting data on businesses, complaints and activity onto Uniform; maintaining records and files; administering the training courses; providing the generality of support and administrative functions for officers.

The level of Admin support provided for food related functions is 1.5 FTE.

Annex C

Resource Assessment - Food Standards

1. Estimation of working days available for service delivery from Full Time Equivalent Post

1 year		52 weeks
Less		
Annual leave	5 weeks	
Bank Holidays/statutory leave	2 weeks	
Sick leave/compassionate leave/etc	1 week	
Training	1 week	
Service and Team Meetings	1 week	
ERDS and individual supervision meetings	1 week	
Number of working weeks for service delivery		41 weeks
Number of working days		205 days

2. Inspection of premises for Food Standards

Assumptions:- 2 inspections per day for High Risk premises. 3 inspections per day for Medium and Low Risk premises. 3 re-visits per day for premises in all risk categories. The figure includes all documentation of inspection and consequential actions.

Activity	Number of events	Number of days	Number of FTE
High Risk	2	0.5	-
Medium Risk	35	12	0.05
Low Risk	265	88	0.50
Re-visits	120	40	0.2

Total staff resource required for food standards inspections = 0.75 FTE

3. Risk assessment of New Food Business

Assumption: Desk top assessments for all types of business and entry onto system.

Activity	Number of events	Number of days	Number of FTE
Risk assessment of new food business	200	5	0.025

Total staff resource required for risk assessment of new food business = 0.025 FTE

4. Investigation of food standards complaints

Assumption: 3 complaints per day for food purchase. 6 investigations per day of adverse samples and significant non-compliances. Proportion of adverse samples referred to Home Authority. 4 investigations per day of local authority referrals. Includes documentation, communication with complainant and where appropriate investigation, testing and inspection.

Activity	Number of events	Number of days	Number of FTE
Investigation of public food complaints	180	60	0.3
Investigation of significant non-compliances found in monitoring	120	20	0.1
Investigation of Home Authority referrals	50	13	0.06

Total staff resources required to investigate food standards complaints is 0.5 FTE.

5. Advice to Food Businesses in Leicester on Food Standards related matters

Assumption: 5 advice enquiries per day on food standards related issues. Includes research, documentation, communication with enquirer.

Activity	Number of events	Number of days	Number of FTE
General advice to businesses	100	20	0.1
Answering requests for information and advice from the Home Authority business	50	10	0.1
Review and production of information/advice sheets	4	10	0.05

The resource required to provide advice to food businesses is FTE 0.25

6. Food Standards Sampling

Assumptions: 4 days set up time per sampling programme for Manager and Head of Service. Four programmes and 5 samples taken in a day.

Activity	Number of events	Number of days	Number of FTE
Setting up and co-ordination of sampling programmes	4	16	0.08 (Manager Time)
Acquisition of sample, documentation and processing	600	120	0.60

The resource required to undertake food standards sampling is FTE 0.68.

7. Food Standards Promotion

Activity	Number of events	Number of days	Number of FTE
Preparing seasonal press releases; media appearances; events	-	2	0.01

The resource available to undertake food standards promotion is 0.01 FTE.

8. Administrative Support

The Consumer Protection Service has 4 FTE officers providing administrative support. Their functions include maintaining records and files; and providing the generality of support and administrative functions for officers.

The level of Admin support provided for food related enforcement duties is 0.1 FTE.

Annex D

Consumer Protection Service Annual Food Sampling Programme¹³ 2001-2002

April	Canned foods (contamination by metal) as part of EMCOTS programme)
May	Non pre-packed Fresh oily fish (to monitor the freshness and quality)
June	Pre-packed Fresh oily fish (to monitor freshness and quality)
July	Basmati Rice (to monitor for any adulteration/substitution)
August	
September	Follow up sampling of fresh fish. (formal samples where problems found in May/June)
October	Asian Sweets (Part 2 of a monitoring exercise into the levels of colourings used)
November	Oils used for deep frying (to establish levels of rancidity)
December	
January	Herbs & Spices (to monitor the extent of adulteration)
February	Frozen poultry pieces (to monitor the water content)
March	

¹³ Samples of ingredients and product will also be taken from Manufacturers and Importers at the time of inspection visits. This sampling programme will be supplemented by Officers taking food samples in response to food complaints and using their initiative during business visits.