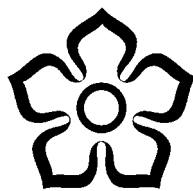


**Leicester City Council's
Service Plan for Food Enforcement**

2002/2003



Leicester City Council

Environment Regeneration & 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 2001/2003 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 April 04 2002 Leicester City Council had records on 2535 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 HM Prison Service and on food standards issues for 35 businesses. Hygiene Home Authority arrangements are under review.

2.3.5 There are no feedingstuffs premises approved, registered or approved by the RPSGB in Leicester.

2.3.6 The tables below show a profile of Leicester's food businesses by type, and a distribution of food premises by categories under the hygiene inspection rating scheme based on risk.

Type of business:	Producers	Slaughterhouses	Manufacturers	Packers	Importers	Distributors	Retailers	Restaurants & caterers	Manufacturers of articles in contact with food	Manufacturing Retailers	Total
Total:	1	1	71	0	3	54	764	1711	2	0	2607

Table 1a: Distribution of business types on April 04 2002.

Category and frequency of inspection	A: Six months	B: One year	C: Eighteen months	D: Two years	E: Three years	F: Five years	(uncategorised)
Number of premises	103	334	1162	455	324	145	12

Table 1b: Distribution of premises on April 04 2002 by Food Safety Act Code of Practice No 9 inspection rating category.

2.3.7 The risk profile in the area of food standards is as follows¹:

Level of Risk	Producers	Slaughterhouses	Manufacturers & Processors	Packers	Importers	Distributors	Retailers	Restaurants	Manufacturers of articles in contact with food	Manufacturing Retailers	Total
Total	5	1	78	0	16	64	748	1661	3	33	2609
High	0	0	0	0	0	0	0	0	0	0	0
Medium	0	0	37	0	0	3	1	0	2	2	45
Low	2	0	27	0	9	50	555	1029	0	29	1701
Negligible	3	1	8	0	2	6	183	382	1	2	588
Zero	0	0	0	0	0	0	0	0	0	0	0
Unrisked	0	0	6	0	5	5	9	250	0	0	275

Table 2: Food Standards Risk Profile as 2 April 2002 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. 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 Service and Public Safety Service. 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 and have resulted in better integration and use of resources.
- 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.*

2.5 Provision of Specialist Services

¹ The Consumer Protection Service is responsible for regulating the activities of an additional 5572 non-food businesses.

- 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. (This contract is under review for 2002/3 and new arrangements will be introduced by the end of the year).
- 2.5.3 Agricultural analysis is carried out under a joint arrangement with Leicestershire County Council by the Public Analyst. (This contract is also under review for 2002/3 and new arrangements will be introduced by the end of the year).

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 In March 2002 the Cabinet formally adopted its Corporate Enforcement Policy and service procedures are being documented to ensure quality and consistency in its application.

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 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 targeting monitoring efforts. These include the nature of the business, its size, 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 2535 food premises on the database on April 04 2002.
- 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 12 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 food premises. Where non-compliance is discovered re-visit/s may take place. The table below is based on data available on April 04 2002.

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 in programme for 2002/2003	80 x 2 = 160	323	686	199	31	1	1400
Inspections Programmed 2002/2003	1169			231			1400
Inspections carried over from 2001/2002	42			21			63
Re-visits to check on compliance (Estimate)	150			0			150

Table 3: Food Safety Inspection Programme for 2002/2003.

- 3.2.3 The staff from Food & Community Public Health are committed by the 2002/2003 programme to 1463 food hygiene related inspections and about 150 revisits. This may be supplemented with additional visits and inspections to licensed butchers.
- 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 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. Category A, B, and C premises inspections will generally be allocated to Food Specialist Environmental Health Officers. Category D, E, and F premises will be allocated to Community Public Health EHOs. Difficulties in recruiting staff will be addressed if needs be. If available contractors will be used and staff offered overtime. As a last resort work will be prioritised and targets reduced. 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 the Service Market Surveillance Programme and these may include checks on pricing, 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 Consumer Protection Service will monitor the following sectors in 2002/3: Bakers at retail premises and manufacturing premises; Wine Retailers; Restaurants; Newsagents; Pann Houses; Butchers at retail premises and manufacturing premises; Hotels; Bed and Breakfast; Public Houses; Food Manufacturers; Grocers.
- 3.3.3 The Food businesses subject to consideration as part of the Market Surveillance Programme are set out below:

Risk category & Frequency of Inspection	High	Medium	Low	Neg	Total
	1 year	2 yearly	5 years	10 years	
Number of premises	0	45	1701	588	2334
Inspections Forecast 2002/2003	0	27	340	59	426
Re-visits to check on compliance (Estimate)	120			0	120

Table 4: Food Standards Inspection Programme for 2002/2003.

- 3.3.4 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.
- 3.3.5 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, undertaken in association with other projects or included in the 'Market Intervention Programme. 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.
- 3.3.6 The staff from Consumer Protection are committed to carrying out 445 food standards related visits in 2002/2003.

3.3 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 2001/2002 the Food & Community Public Health Service received :
- 93 food purchase complaints
 - 1201 complaints and requests for service about food premises
- 3.4.4 A similar number are anticipated this year.
- 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.

3.4.7 372 food related complaints were reported to Leicester City Council in 2001/2 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.

3.4.8 In 2001/2002 the Consumer Protection Service recorded:

- 115 investigations of significant non-compliances found through monitoring activities;
- 52 investigations initiated as a result of home authority referrals from other local authorities
- 143 investigations arising out of complaints from members of the public (111 from Leicester consumers, 20 from non-Leicester consumers, 12 local authority referrals)

3.4.9 Modest increases are expected in the number of complaints, enquiries and investigations arising from food.

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. Advice to the home authority businesses is calculated at 2 days of officer time.

3.5.4 The Consumer Protection Service recorded 42 requests from traders for advice on food standards matters in 2001/2002.

3.5.5 The Food & Community Public Health Service has formal 'Home Authority'² relationships with two food businesses in Leicester: Walkers Snack Foods and HM Prison Service. The Home Authority relationship needs to be reviewed to see if it is still relevant.

3.5.6 The Consumer Protection Service has informal 'Home Authority' relationships with 35 local food businesses.

² 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 Ten programmes have been set for 2002/2003 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.
- 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 level³ 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.

³ 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 2002/2003.
- 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 16 and guidance issued by the Food Standards Agency. The Area Team 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.
- 3.8.2 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. 54 food hazard warnings were issued by the Food Standards Agency during 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 2002/2003.

3.10 Food Safety and Standards Promotion

- 3.10.2 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.
- 3.10.3 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.
- 3.10.4 The resource commitment to this area will be 4 days from both Services.

3.10.5 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 2002/2003.

3.11 Liaison with Other Organisations

3.11.2 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

4. Resources

4.1 Financial Allocation

- 4.1.1 Given the multidisciplinary and integrated organisation of food related service delivery it is not possible 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 has a cost centre for food related activities.

120351 - Food Control		The staffing posts reflect EHOs trainers and admin posts.
Staffing	412,000	
<u>Running Costs</u>	<u>14,900</u>	Income relates to butchers licensing.
Gross Expenditure	426,900	
<u>Less:</u>		The Cost Centre does not include food complaints, food poisoning investigations, food premises inspections undertaken by officers previously in the Public Health Teams.
Income	5,100	
<u>Net Expenditure</u>	<u>421,800</u>	

120352 - Food Training		The training function provided by the Food & Community Public Health Service is run on a stand-alone break-even basis utilising trainers.
Training courses	(35.8)	

- 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		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.
Contribution to Joint Arrangement with Leicestershire County Council		
- £128,900		

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.

The Service is currently undertaking a review of the Public Analyst arrangements with the view of introducing a new arrangement by October 2002.

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 3 technical officers, 8 of whom specialise in food hygiene matters, and officers working in Pest Control and Dog Warden Teams. The F&CPH Service currently has vacant EHO posts, which need to be filled if targets are to be met. There is also one Training Officer post dedicated to offering food safety training in the main.
- 4.2.3 The management of food related and public health activities is undertaken by three Area Team Managers one of whom has an overall strategic lead role for the Service. 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 3.5 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 7 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 2002 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 2003.

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.

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 2002, the whole of Food & Community Public Health intends to go for Charter Mark accreditation.

5.2 Performance Management

5.2.1 The Food & Community Public Health Service maintain documented work processes and procedures. Due to the Food Standards Agency Framework Agreement these were reviewed in 2002. The Consumer Protection Service are in the process of reviewing its documented procedures with a view to completion by September.2002. The Food & Community Public Health Service continues its implementation of the standard set out in the Framework Agreement. Depending on there being sufficient resources to provide services, work on implementation should be completed during 2002/3.

5.2.2 Management of performance is undertaken by front-line managers and this includes regular desk top reviews of complaint and inspection files. This includes reviewing all adverse samples and checking all notices served.

5.2.3 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 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.

5.4 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 a future date to have a further inter-authority audit. In January 2002, the food service of Food & Community Public Health received an audit from the Food & Veterinary Office of the European Union, accompanied by staff from the Food Standards Agency.

5.5.2 The Consumer Protection Service is a participant of the EMCOTS peer review process and was audited in January 2002 (the report has been delayed due to the illness of one of the auditors).

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 2003.

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 Activities are reviewed on a quarterly basis 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 Councilors 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 Staff vacancies, difficulties in recruitment, and budget cuts have created pressure in completing all the activities highlighted in the last year's business and service plans. Some of the policies and procedures required in the Food Standards Agency's Framework Agreement have had to be taken forward into this year's plan.
- 6.2.2 A comprehensive review of the Uniform database was completed during the year. Inaccuracies in data inputting were highlighted. This was rectified, but resulted in additional premises having to be surveyed and placed into the inspection programme for the year.
- 6.2.3 Resources were committed to attempting to achieve the performance plan indicator of food inspections achieved against the target. This has meant the use of contractors and staff doing overtime to keep up to date with the programme.
- 6.2.4 From December 2001 the 28 day rule for visiting new food businesses which registered with us, was suspended.
- 6.2.5 Similarly, from August 2001 microbiological sampling of foods as part of food surveys were suspended. Both of these suspensions arose from staff shortages.
- 6.2.6 From October 2001 the Consumer Protection Service's market surveillance activities (inspections, sampling) have been subsumed into a comprehensive five year Market Intervention Programme. Significant adjustments were made to the programme of inspections set out in the 2001/2002 Service Plan for Food Enforcement.
- 6.2.7 The review of documented procedures in the Consumer Protection Service has been delayed and is now programmed to be completed by September 2002.

6.3 Areas of Improvement

- 6.3.1 The work plan for Food & Community Public Health for 2002/3 is shown at annex E.

- 6.3.2 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.
- 6.3.3 Areas for improvement were identified as part of the local authority's pilot Best Value Review of food related services in 1999⁴. The areas of improvement and progress in tackling them will be reviewed in the Best Value Review of Regulatory Services in 2003.

⁴ 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

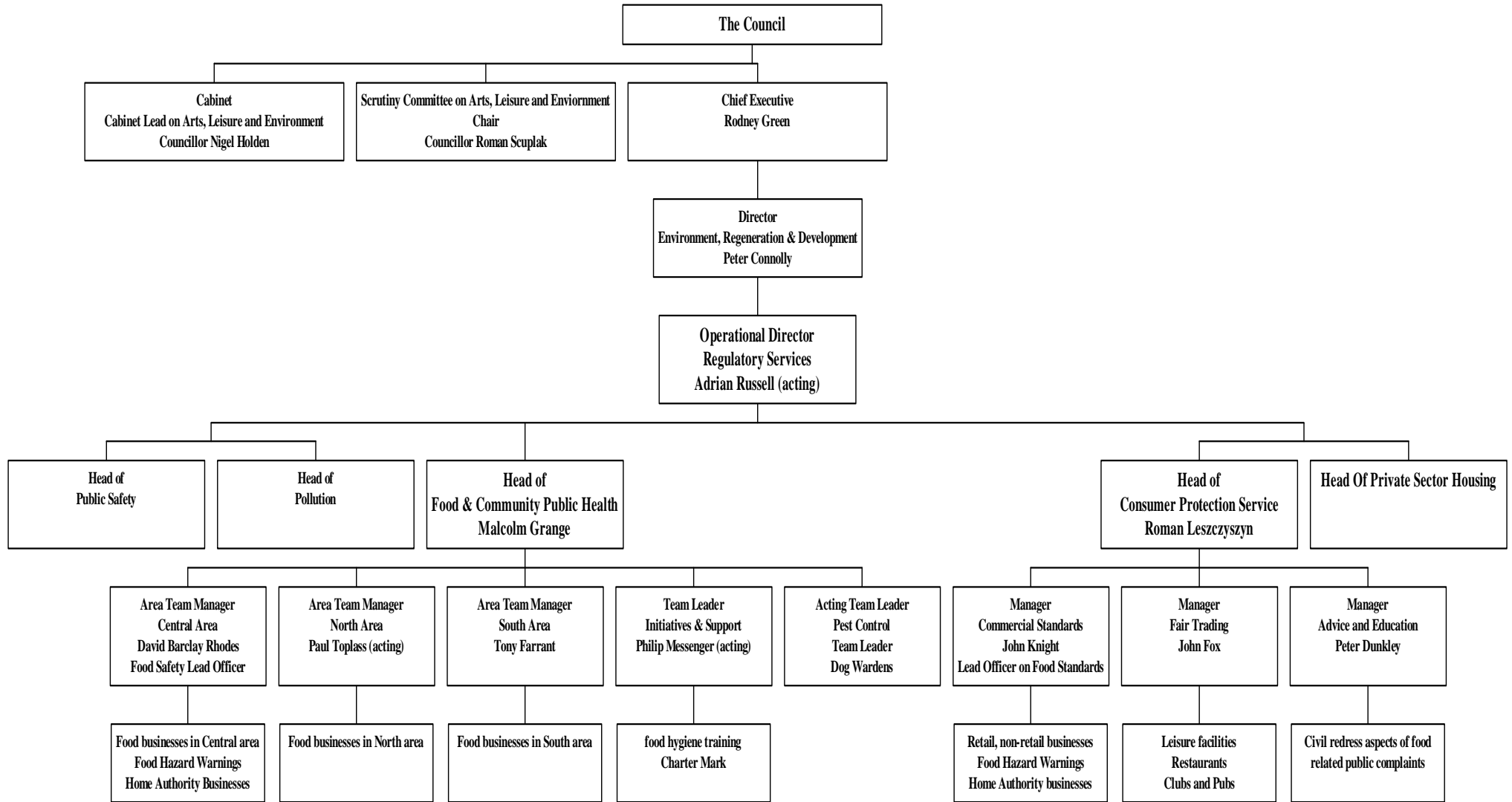
Annex C: Resource Assessment - Food Standards

Annex D: Consumer Protection Service Sampling Programme 2002/2003

Annex E: Food & Community Public Health Work Plan 2002/2003

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:- 1.5 inspections per day for category A to C premises. 4 inspections per day for category D to F premises. 3 re-visits per day for premises in all categories. The figure includes all documentation of inspection and consequential actions.

Activity	Number of events	Number of days	Number of FTE
Inspections of category A to C premises due on April 04 2002	1169	780	3.80
Inspections of category D to F premises due on April 04 2002	231	57.75	0.28
Inspections of category A to C premises carried over from 2001/2	42	28	0.14
Inspections of category D to F premises carried over from 2001/2	21	5.25	0.03
Re-visits to check compliance	150	50	0.24
Total for Food Hygiene Inspections	1613	921	4.49 FTE

Total staff resource required for food hygiene inspections = 4.49 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: 1 complaint per day for food purchase complaints. 3 complaints per day for food premises complaints. Includes documentation, communication with complainant and where appropriate investigation, testing, inspection, legal action.

Activity	Number of events	Number of days	Number of FTE
Investigation of food purchase complaint including Home Authority	100	100	0.49
Investigation of food premises complaint including Home Authority	1200	400	1.95

Total staff resource required for food purchase/food premises complaints = 2.44 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	0	3	0.01

Total staff resource 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 10 programmes. taken 5 samples per day.

Activity	Number of events	Number of days	Number of FTE
Setting up and co-ordination of sampling programmes	10	20	0.10 (Manager Time)
Acquisition of sample, documentation and processing	1280	256	1.25

Total staff resource required to undertake food safety sampling = FTE 1.35.

8. Food Safety Promotion

Activity	Number of events	Number of days	Number of FTE
Preparing seasonal press releases; media appearances; events	0	2	0
Food Safety Training	0	0	1.0

Total staff resource available for food hygiene training = FTE 1.0.

9. Administrative Support

The Food & Community Public Health Service has 3.5 FTE officers providing administrative support. The functions include inputting data on businesses, complaints and activity into Uniform; maintaining records and files; administering the training courses; providing support and administrative functions for officers.

Total staff resource required for administration of food related enforcement duties and training = FTE 1.5.

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	0	0	0
Medium Risk	23	8	0.04
Low Risk	337	112	0.55
Re-visits	120	40	0.2

Total staff resource required for food standards inspections = 0.79 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	0	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 Programme⁵ 2001-2002

April	Bakery products for correct description of ingredients used eg. Wholemeal flour etc.
May	Foods described as 'Fresh' as part of EMCOTS survey
June	Colours in Restaurant Foods (Meat Products etc) Imported food at Charity Shops
July	Samples of food from Takeaways as part of EMCOTS survey eg. Kebabs for meat content and species
August	Coloured sweets – cheap pop for added colourings / Fresh oily fish to monitor freshness and quality
September	Coated meats for freshness and meat products from retail butchers for meat content
October	Nut samples for aflotoxins as part of EMCOTS survey
November	Spirits for substitution and adulteration
December	
January	Loose pet foods for quality
February	EMCOTS survey on foods for people with allergies
March	Samples of ingredients from food manufacturers taken at time of market intervention visits.

⁵ 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.

Annex E

FOOD & COMMUNITY PUBLIC HEALTH GROUP FOOD SERVICE WORK PLAN FOR 2002/3

Purpose of Service (Aims and Objectives)

The food service discharges statutory duties on food hygiene matters placed on the Council under:

- Food Safety Act 1990
- Food Safety Act section 40 codes of practice
- Associated food hygiene and food processing legislation

The core objectives of the food service are to:

- Ensure that food which is manufactured, prepared, or sold in the city meets food safety requirements and is safe to eat,
- Ensure that businesses in the city for which the service has enforcement responsibility are safe places to work and visit
- Provide training for local people and local businesses to improve standards in businesses and enhance the skills of local people

The service is preparing to apply for a Chartermark as part of the services provided by the Food & Community Public Health Group.

The service operates during office hours, during the out of hours operating times of food businesses for inspection visits, during larger open air and other community events, and potentially at any time in response to food incidents, suspected food poisoning outbreaks, or food hazard warnings.

Objectives

The four mid term objectives for the team are to:

- Continue to develop and introduce the Standard set out in the Food Standards Agency's Local Authority Framework Agreement.
- Be in the upper quartile of food authorities in the percentage of food hygiene inspections carried out
- Review and develop performance indicators for the service, carry out benchmarking in line with food services at similar sized authorities and work to ensure 'best value'.
- Support the expertise of staff through development of technical information, support and introduction of a training plan.

Performance indicators

Activity	Task	2002/03 Current performance	Target	Previous Performance
Food Service	Inspections of categories A, B and C premises		99% of inspections due on April 01 2002 inspected by March 31 2003	
	Inspections of categories D, E and F premises		99% of inspections due on April 01 2002 inspected by March 31 2003	
	Public satisfaction of service from comment cards		>75% Very satisfied Satisfied OK	
	Politeness and helpfulness of staff who inspected/investigated your complaint from comment cards		>75% excellent/v.good/good	

Stakeholders

Internal			
Other teams	Other Divisions	Other Departments	Others
Pest Control	Pollution Control Building Control Development Control Health & Safety/Licensing	Education Social Services Arts & Leisure Legal Services	Members

External			
Public Bodies	Local Organisations	Community groups	Others
Food Standards Agency Public Health Laboratory Service Health Trusts Police Courts System Her Majesty's Prison Service	Food manufacturers Caterers Food retailers		Persons buying food in the city Service users Food consumers

Methods for consultation

Methods for consultation are being developed as part of the Chartermark process. These include/will include;

- Questionnaires
- comment cards
- consultation with interest groups

FOOD & COMMUNITY PUBLIC HEALTH GROUP FOOD SERVICE WORK PLAN FOR 2002/3

Activity	Task	Best Value criteria: the 4 Cs	Target/deadline	Monitoring	Responsibility	Additional information/ Progress
Food hygiene inspections	Inspections of categories A, B and C premises	Post inspection customer comment cards (consultation)	99% of inspections due on April 01 2002 inspected by March 31 2003	Quarterly alongside FSA returns	Food EHOs CPH EHOs Qualified technician	
	Inspections of categories D, E and F premises	Post inspection customer comment cards (consultation)	99% of inspections due on April 01 2002 inspected by March 31 2003	Quarterly alongside FSA returns	CPH EHOs Qualified technician	
	Inspections of newly registered catering and food manufacturing premises	Post inspection customer comment cards (consultation)	80% of inspections within 28 days of receipt of registrations	Quarterly	Food EHOs	
Butchers' shops licensing inspections	Inspections of premises subject to butchers' shops licensing	Post inspection customer comment cards (consultation)	a) issue of licences to 100% of applicants at renewal b) issue of licences to 100% of new applicants who meet licence conditions	End October, November, December, March	Food EHOs	
Product specific premises approval	Inspections of approved premises and premises seeking approval	Post inspection customer comment cards (consultation)	Maintenance of approvals; granting of new approvals	March 2003	Food EHOs	

Food hygiene advice	Post inspection support to proprietors of food businesses in deprived wards subject to funding approval	Consultation activities as part of service provided	80% of premises with improved compliance with the hazard analysis requirement	Two monthly	Food hygiene adviser	This activity depends on Neighbourhood Renewal funding support
Microbiological sampling of foods	Taking and submission of foods to the Public Health Laboratory		Use of all food sampling units allocated by the PHLS	Quarterly, following reports from the PHL	Food EHOs Food technician	
Enforcement policy supplement	Food safety supplement to the general E&D enforcement policy	Consultation at the food forum	May 2002	None in this period	Central Area ATM	
Review of FSA Framework Agreement policies and procedures	Review and amendment if appropriate		December 2002	Records made of all changes made	Central Area ATM	
Seminar	Market organise and hold a seminar for local food business proprietors	Consultation	October 2002		Central Area ATM Food EHOs CPH EHOs Admin support	
Food business forum	Seek a cross section of food business proprietors – organise and hold forum meetings	Consultation	November 2002		Central Area ATM Food EHOs CPH EHOs Admin support	Members of forum to be sought during marketing for and at seminar

Food complaints	Response to complainants and investigation of complaints		Response within 5 days	Periodic Uniform performance overview	Food EHOs CPH EHOs Technicians	
Food premises complaints	Response to complainants and investigation of complaints		Response within 5 days	Periodic Uniform performance overview	Food EHOs CPH EHOs Technicians	Excludes any request for inspection "complaint"
Food hazards (FHWs and local hazards)	a)response to and action set out in each FHW b) local response and action as appropriate		Response within periods set out in FHWs	Periodic management review of food hazard incidents	Central Area ATM Food EHOs CPH EHOs Technicians Admin support	
Outbreaks where foodborne illness (food poisoning) is suspected	Response to and action to contain outbreak, seek its cause, and prevent recurrence		Response within 1 day	Periodic management review of food hazard incidents	Central Area ATM Food EHOs CPH EHOs Technicians Admin support	
Performance management	Set quantitative performance targets for planned and reactive work	Consultation between managers and with staff	June 2002	Monitor at supervision meetings – corrective steps as appropriate	HoS Food EHOs CPH EHOs Technicians	To be introduced simultaneously for all F&CPHG front line service activities
	Set qualitative performance models based on procedures in place	Consultation between managers and with staff	June 2002	Monitor at supervision meetings – corrective steps as appropriate	HoS Food EHOs CPH EHOs Technicians	To be introduced simultaneously for all F&CPHG front line service activities
	Review quantitative and qualitative management of services, teams, and individuals		Quarterly from September 2002	Reports to F&CPHG management – corrective steps as appropriate	HoS Food EHOs CPH EHOs Technicians	A means to assess sufficiency of resources their flexible use and redistribution
EMAS	Monitor and influence an increase in visits on foot to premises in Castle ward		>25% of visits to be on foot by March 2003	Quarterly from June 2002	Central Area ATM Food EHOs CPH EHOs Technicians	

Equalities	Make available interpreters for community languages spoken by food business proprietors	Consultation with proprietors	December 2002	Record in premises files of language needs	Food EHOs CPH EHOs Technicians	Interpreters to be aware of food hygiene and other enforcement matters
	Monitor satisfaction levels and responses and representation of ethnic groups and disabled people	Consultation with service users		Periodic monitoring reports and feedback into marketing and publicising of service		Objective to raise awareness amongst under-represented groups and ensure satisfaction of service users
Chartermark	seek and achieve Chartermark award				HoS Initiatives & Support Team Leader	
LACOTS Home Authority Arrangements	Review Home Authority arrangements	Consult with Home Authority organisations and LACOTS	June 2002		Central Area ATM	
ICT	Develop a food service web page		December 2002	End June, September, December, March	Central Area ATM	
Revitalising Neighbourhoods	Develop relationship with New Parks Area Forum and others as each is constituted	Consultation with Area Forums	July 2002	monthly	Central Area ATM	Objective to respond to and influence agendas

end

Training Team Work plan

Activity	Task	Best Value Criteria (4 C's)	Target/ Deadline	Monitoring	Responsibility	Additional Information/ progress
Development of the Training Team Service	Simplify the admin and course booking procedure.	Challenge Consult	30.8.02	Quarterly review	Team Meeting	
	Promotion initiative during Food Safety Week.	Compete	10–16 June 2002.	Monitor course uptake post FSW.	Team Meeting Liase with Food Team	
	Develop use of SNAP computer programme to analyse Customer Care Forms to target improvements.	Challenge Consult Compete	30.8.02	Production of course stats.	Team meeting. Liase with Text Processing.	Text processing team have SNAP
	Produce course pass rates.	Compare Compete	31.3.03	Review of SNAP stats.		<ul style="list-style-type: none"> ◆ Compare with CIEH national stats. ◆ Potential PI's
	Develop a wider range of courses.	Challenge Compete	Ongoing		Team Meeting. SMT.	<ul style="list-style-type: none"> Preliminary work commenced to introduce Level 3 HACCP Course
	Assist the Food & Community Public Health	Challenge	Sept 2002			

	Service achieve Chartermark Accreditation					
	Target FH courses in line with NRF priority works (subject to funding)	Challenge Consult	31.3.03			
	Include details of Training Service on both the Councils Website and the Teams Web page	Consult Compete	30.8.02			

Training Team Workplan

Course Provision	Provide a minimum of 34 Foundation Hygiene Courses.	Post training customer comment cards (consultation)	31.3.03	Course programme		
	Provide a minimum of 4 intermediate Food Hygiene Courses	Consultation	31.3.03	Course programme		
	Provide a minimum of 3 Advanced Food Hygiene Courses.	Consultation	31.3.03	Course programme		

	Provide a minimum of 3 Professional Trainers Courses.	Consultation	31.3.03	Course programme		
	Provide a minimum of 4 Hazard Analysis Courses.	Consultation	31.3.03	Course programme		
	Provide a minimum of 3 Basic Health and Safety Courses.	Consultation	31.3.03	Course programme		
	Provide additional courses as customer demand and resources permit.	Challenge Consultation Compete	31.3.03	Annual review of course programme		