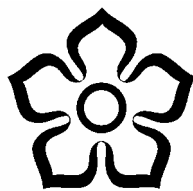


**Leicester City Council  
Service Plan for Food Enforcement**

**2004/2005**



**Leicester City Council**

**Regeneration & Culture**

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# **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 City Council's Corporate Plan 2003/6, "We can make it happen... together" 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.

1.2.2 The work of Leicester's Community Protection and Wellbeing Division links directly to the following Corporate Direction priorities:

- Develop a safe, clean and creative city with wider access to culture and recreation;
- Promote prosperity and new jobs, while safeguarding people's health and development interests.

## **2. Background**

### **2.1 Profile of Leicester**

- 2.1.1 Leicester is an urban authority with a population of 280,900. Around 30% of the population is 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 2004 Leicester City Council had records on 2559 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, and 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. This sector is characterised by a high turnover in businesses.
- 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 38 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 on food standards issues for 30 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 table below shows a profile of Leicester's food businesses by type and distribution of food premises by categories under the hygiene inspection-rating scheme based on risk.

<b>Level of Risk<sup>1</sup></b>	<b>Producers</b>	<b>Slaughterhouses</b>	<b>Manufacturers</b>	<b>Packers</b>	<b>Importers</b>	<b>Distributors</b>	<b>Retailers</b>	<b>Restaurants and caterers</b>	<b>Manufacturers of articles in contact with food</b>	<b>Manufacturing Retailers</b>	<b>Total</b>
<b>Total</b>	<b>2</b>	<b>0</b>	<b>72</b>		<b>1</b>	<b>44</b>	<b>724</b>	<b>1672</b>	<b>0</b>	<b>5</b>	<b>2559</b>
<b>A</b>			11				5	147			163
<b>B</b>			22			3	35	389		2	451
<b>C</b>	1		27			15	202	800		3	1048
<b>D</b>			9		1	13	198	148			369
<b>E</b>	1		2			9	206	119			337
<b>F</b>			1			4	78	69			152
<b>Unrated</b>											39

**Table 1: Food Hygiene Risk Profile as 04 June 2004 based on the Food Safety Act, S40 Code of Practice 9 Inspection Rating Scheme.**

<sup>1</sup> A – Very high risk and requiring inspections every six months; B – Annual inspection; C – Eighteen months; D – Two years; E – Three years; F – Five years; Unrated.

2.3.7 The risk profile in the area of food standards is as follows<sup>2</sup>:

<b>Level of Risk</b>	<b>Producers</b>	<b>Slaughterhouses</b>	<b>Manufacturers &amp; Processors</b>	<b>Packers</b>	<b>Importers</b>	<b>Distributors</b>	<b>Retailers</b>	<b>Restaurants</b>	<b>Manufacturers of articles in contact with food</b>	<b>Manufacturing Retailers</b>	<b>Total</b>
<b>Total</b>	<b>3</b>	<b>1</b>	<b>72</b>	<b>1</b>	<b>12</b>	<b>60</b>	<b>1030</b>	<b>1141</b>	<b>6</b>	<b>41</b>	<b>2367</b>
<b>High</b>							1				1
<b>Medium</b>		1	36		1	4	9		2	6	59
<b>Low</b>	2		26	1	9	44	984	636	1	33	1745
<b>Negligible</b>	1		10		2	12	36	505	3	2	571
<b>Unrisked<sup>3</sup></b>											

**Table 2: Food Standards Risk Profile as 1 June 2004 using Consumer Protection Service Risk Rating Scheme.**

2.3.8 The risk profile in the area of food standards is as follows:

<b>Level of Risk</b>	<b>Producers</b>	<b>Slaughterhouses</b>	<b>Manufacturers &amp; Processors</b>	<b>Packers</b>	<b>Importers</b>	<b>Distributors</b>	<b>Retailers</b>	<b>Restaurants</b>	<b>Manufacturers of articles in contact with food</b>	<b>Manufacturing Retailers</b>	<b>Total</b>
<b>Total</b>	<b>5</b>	<b>1</b>	<b>77</b>	<b>3</b>	<b>14</b>	<b>68</b>	<b>1058</b>	<b>1206</b>	<b>6</b>	<b>43</b>	<b>2481</b>
<b>High</b>			77	1	14						
<b>Medium</b>							530	542		43	
<b>Low</b>	5	1		2		68	528	664	6		

**Table 3: Food Standards Risk Profile as 1 June 2004 using LACORS Risk Assessment Scheme (revised 2003)**

2.3.9 LACORS introduced in 2003, following consultation with TS professionals and Food Standards Agency, a system of baseline risk scores for all markets sectors including those associated with food production and supply. One consequence is that food related businesses have assumed a higher risk rating within whole spectrum of commercial activity. It is expected that all local authorities will report performance and activity using the national risk scheme as a common reference point and also that the frequency of monitoring activity will change in line with the national risk assessment. For 2004-5 Leicester CPS will continue its market surveillance activity in accordance with its local scheme and will investigate the extent to which current

<sup>2</sup> The Consumer Protection Service is responsible for regulating the activities of an additional 5572 non-food businesses.

<sup>3</sup> Unrisked businesses may be new food businesses which have not yet been risked by the Consumer Protection Service or may be former food business premises which now have a non-food business and have been assessed as Zero risk for food quality.

resources can be/should be redirected towards these sectors. Any changes will be implemented from 2005.

## **2.4 Organisational structure**

- 2.4.1 Enforcement of food safety legislation in all city food businesses is the responsibility of Environmental Health.
- 2.4.2 As part of a review of priorities and resourcing within Environmental Health, the Food Safety Team has responsibility for inspecting “high risk” food premises. Area Environmental Health, Private Sector Housing, Health & Safety and Pollution inspect the “low risk” premises. The Team Manager (Food) has strategic lead for food enforcement and the food programme.
- 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**

- 2.5.1 Food Examination for microbiological purposes is carried out 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 out by two Public Analysts appointed by the Authority, Leicestershire Scientific Services and Eurofins Scientific.
- 2.5.3 Agricultural analysis is carried out by Leicestershire Scientific Services and Eurofins Scientific.

## **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 Regeneration & Culture Department operates a dedicated telephone call centre (Helpline) for its services during office hours: Tel: 0116 252 6339. This will be integrated into the corporate customer services call centre in 2003.

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

Consumer Advice Centre  
6 Bishop Street  
Leicester, LE1 6AF  
Tel: 0116 299 5600

Environmental Health operate a telephone advice line during office hours; Tel: 0116 252 6420.

A translation and interpreting service is available within the Council.  
Environmental Health has an e-mail address at [health@leicester.gov.uk](mailto:health@leicester.gov.uk) and the  
Consumer Protection Service has an e-mail address at  
[consumer.protection@leicester.gov.uk](mailto:consumer.protection@leicester.gov.uk). Food Safety/standards has a website  
[www.leicester.gov.uk/food](http://www.leicester.gov.uk/food)

## **2.7 Enforcement Policy**

- 2.7.1 Leicester City Council's public protection services work in accordance with the City Council's Enforcement Policy which was agreed by the City Council in March 2002. This Enforcement Policy reflects the Enforcement Concordat adopted by the City Council in March 1999 and the Code of Practice for Crown Prosecutors.
- 2.7.2 The Enforcement Policy seeks to ensure that officers carry out actions 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 processes and responses are being documented to ensure quality and consistency in application. Decisions will be monitored to ensure consistency and compliance with the Enforcement Policy.



### **3. Service Delivery 2004/5**

#### **3.1 Special Initiatives 2004/05**

- 3.1.1 **Imported foods** The Food Standards Agency have directed local authorities to focus more attention on imported foods from countries outside the EU, and particularly, illegally imported food. This will be incorporated into officers' checks on routine inspection of food businesses as well as targeted visits to premises, which import food.
- 3.1.2 **Hygiene Advisor.** To compliment enforcement activities, it is intended to offer failing food businesses identified through programmed inspections, more in-depth support and advice on how to comply with legal food safety requirements. This hygiene advice will be available through our Environmental Health Trainer. Sessions with the proprietor will cover safe practices and get them to document and record these to demonstrate compliance. It is anticipated 25 such food businesses will be targeted in 2004/05. The benefit is safer food and hopefully less programmed inspections by our enforcement staff, so we can target resources into higher risk areas.
- 3.1.3 **Block Surveys.** It is important to maintain the momentum from last years successful "block surveys". (See paragraph 6.2f) One area of the city will be targeted in order to raise awareness of pests and remind business proprietors of their legal responsibilities. Since pests are no respecters of boundaries, it will involve surveys of food, non-food and domestic premises within a defined block. Any public health issues will be dealt with on a graduated approach in accordance with our enforcement policy.
- 3.1.4 **Development of Food safety courses.** As part of our vision to see the Training Unit as a centre of excellence for the delivery of a range of food safety course in other languages, it is intended to develop packs for intermediate level food safety courses in Hindi.
- 3.1.5 **Reduced inspection targets 2005/06.** Legislation is likely to come into force in 2006 requiring businesses to have documented procedures for controlling food safety hazards (HAACP systems). In preparation for this, an intense educational campaign is to be mounted during 2005/06. It will be completed on a food sector basis and involve members of the Food Safety Team. This means inspection targets for the year 2005/06 will be substantially reduced, as resources are diverted into this initiative. The benefit of this approach should save staff time on future inspections and enable resources to be concentrated on high-risk premises.
- 3.1.6 **Pro-active monitoring of business standards and conduct**
- 3.1.7 A database of commercial and domestic premises (including those connected with food businesses) is maintained on a Uniform computer software package. The database is shared by other services in the department. Records of around 2500 food related businesses and premises are held on the database.
- 3.1.8 The records of businesses that have ceased trading will be closed and archived in accordance with the protocol agreed by the Uniform Users Group.
- 3.1.9 There is considerable turnover and change in Leicester's food related business sectors. This is particularly evident within restaurants and cafes. Environmental Health deals

with well over 200 new food registrations every year and is the lead service for maintaining the integrity of the food premises database.

3.1.9.1 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. They are set by Foods Standards Agency and determine the number of inspections we are required to do in any one year.

## 3.2 Food Hygiene Inspections

3.2.1 A food hygiene inspection under general regulations covers food safety procedures, prevention of contamination, safe food temperatures, cleaning, pest exclusion and control, and structural matters. Product specific and butchers shops licensing regulations inspections cover similar matters but both inspection and compliance are more rigorous.

3.2.2 Food hygiene inspections are programmed at the frequency set out in Food Safety Act Code of Practice No.9 (amended October 2000) although they may be brought forward in response to complaints about food premises. Revisits following inspection take place. During 2002/3 a policy on when to revisit was introduced in the form of a decision tree. The food hygiene inspection programme for 2004/2005 is as follows:

Inspection rating category and 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	124*	414	560	145	157	12	1412
<b>Inspection programme 2004/05</b>	1222 (*includes 124 x 2)			314			1536
Inspections carried over from 2003/2004	64			77			141
Re-visits to check on compliance (Estimate)	325			0			325

**Table 4: Food Hygiene Inspection Programme for 2004/2005 taken from Uniform 08 April 2004 and adjusted.**

3.2.3 The numbers of A to C and D to F category inspections carried over from 2003/4 to 2004/5 differs from that at table 6.2. This is because of changes in categories and opening/closing of businesses during the interval between determining the 2003/4 programme and the 2004/5 programme. Also due to an upgrade of our computer software programme to uniform 7 in February 2004, a difference in figures exists between the report submitted to the Food Standards Agency and the actual inspections shown at table 4. A desktop exercise will be carried out during the year to ensure the database is accurate and up to date.

- 3.24 The Food Hygiene Inspection Programme for the year requires 1677 inspections of food businesses to be completed in accordance with the Food Standards Agency risk ratings. In view of the imported food and block survey initiatives, it is felt the following is a realistic inspection target to achieve:

Inspection Rating Category	A – C	D – F	<u>Total</u>
Number of inspections	1, 286	391	1677
% to be inspected	95%	55%	
Number to be inspected	1,222	215	1437
Shortfall	64	176	240

- 3.25 The shortfall of 240 inspections will be added to the 2005/6 Programme. The implications of the shortfall will be looked at as part of the review of priorities and resources within Environmental Health
- 3.26 Inspections are allocated to officers. Generally speaking officers will inspect premises located in their geographical 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 Area Environmental Health. Difficulties in resources will be addressed if needs be. As a last resort work will be prioritised and targets reduced. Their immediate line manager will monitor officer performance and any missed inspections will be carried forward to the next quarter.
- 3.27 The Team Manager (Food) will monitor the inspection programme as a whole and will periodically report on progress to the Head of Service
- 3.28 Our aim is all new premises will be visited and inspected within 28 days of receipt of the registration form. In 2003/04, in addition to the planned inspection programme, 115 food safety inspections were also conducted at premises newly registered with the council

### **3.3 Food Standards Inspections and Interventions**

- 3.3.1 Businesses with a significant food related risk rating (e.g. food manufacturers who are assessed as medium risk) are inspected on a frequency appropriate to their risk rating.
- 3.3.2 The inclusion of food standards issues in the inspections of other lower risk businesses is considered by lead officers when scoping the sectoral surveillance projects that are scheduled in the Service's Market Review and Surveillance Programme. Generally speaking where the business sector is large then a sample of no less than 10% of businesses will be inspected for the purposes of a 'reality check'. Where there is adverse local or national information then a more inspection based intervention would be undertaken.

- 3.3.3 Food standards inspections may 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.
- 3.3.4 The main business sectors programmed for review in 2004/5 and which have food related activities are:- Bakers (17); Community Centres (72); Farm (3); Food Wholesalers (50); Confectioners (1); Sweets (24); Butchers (17); Butcher Manufacturers (3); Pubs (24); Nightclubs 12; Grocers (65); Wholesale Grocers (2); Food manufacturers (26); Schools (138); Newsagents (41).
- 3.3.5 Food standards interventions are programmed at the frequency recommended in the Food Safety Act 1990 Code of Practice 2003 (consolidated 2003) and in accordance with the Consumer Protection Services risk assessment scheme. 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 An inspection may be triggered or brought forward in response to complaints about a food business.
- 3.3.7 Where serious non-compliance is discovered a re-visit/s will take place.
- 3.3.8 The Food Standards Intervention workload is set out below:

Risk category & Frequency of Intervention	High	Medium	Low	Neg	Total
	1 year	2 yearly	5 years		
Benchmark number of businesses for review	1	30 (59)	349 (1745)	115 (571)	468 (2375)
Programmed reviews and interventions for 2004/2005	1	34	315	230	579
Re-visits to check on compliance following major infringement (Estimate)	40				40

**Table 5: Food Standards Intervention Programme for 2004/2005.**

- 3.3.9 It is estimated that a total of 1.5 FTE officers will be committed to carrying out 579 food standards related visits and other interventions in 2004/2005.

### **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 that do not require prompt action are recorded for officers to consider or raise with business proprietors at the next scheduled contact.

- 3.4.2 Environmental Health investigates complaints about specific products and food premises relating to food hygiene on a risk based approach. Those that do not require prompt action are recorded to officers to consider should it be appropriate to raise with business proprietors at the next programmed inspection date.
- 3.4.3 During the year 2003/2004 the Food & Community Public Health Service recorded:
- 73 food purchase complaints
  - 958 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. Significant proportions of complaints are initiated by officers sampling or inspection work.
- 3.4.6 The Consumer Protection Services cease from 1 April 2005 providing assistance to consumers seeking redress for poor quality catering services, food products and minor personal injury.
- 3.4.7 The Consumer Protection Service is expecting to receive around 360 (307 in 2003/4) food related complaints from members of the public and traders via the Consumer Advice Centre. These will be forwarded to appropriate public protection services.
- 3.4.8 The Consumer Protection Service expects to investigate 150 complaints from the public and 50 (38 in 2003/4) complaints made by other local authorities related to Leicester sourced food products.
- 3.4.9 No significant increase is expected in the number of complaints, enquiries and investigations arising from food and it is estimated that 0.52 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 Environmental Health and the Consumer Protection Service provide a telephone advice line for businesses.
- 3.5.3 Environmental Health does record data on the number of businesses requesting advice outside of the inspection programme. In 2003/04 155 of the calls received by the Service related to advice requests from food businesses. Advice to the home authority businesses is calculated at 2 days of officer time.
- 3.5.4 The Consumer Protection Service expects to receive around 50 requests from traders for advice on food standards matters in 2004/2005 and an additional 10 from home authority businesses.

3.5.5 Environmental Health has formal 'Home Authority'<sup>4</sup> relationships with Walkers Snack Foods in Leicester.

3.5.6 The Consumer Protection Service has informal 'Home Authority' relationships with 30 local food businesses.

### **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 Environmental Health 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 Programs have been set for 2004/2005-food sampling.

3.6.5 Environmental Health sampling programme is contained in Annex E. Around 150 samples will be acquired.

3.6.6 The Consumer Protection Service approach to food standards sampling is to monitor:-

- The ingredients used in 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, eg. Products with specific health claims.
- 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. 100 samples will be acquired.

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<sup>4</sup> 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.

### **3.7 Outbreak Control and Infectious Disease Control**

- 3.7.1 Environmental Health 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 2004/2005.
- 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 Environmental Health will deal with Food Hazard Warnings in accordance with Code of Practice 16 and guidance issued by the Food Standards Agency. The Team Manager (Food) 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. The Food Standards Agency during 2003/04 issued 57 food hazard warnings.

### **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 2004/2005.

### **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 Environmental Health 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 Environmental Health 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 in 2004/5 and a free initiative aimed at Asian businesses will be organized.

### **3.11 Liaison with Other Organisations**

- 3.11.2 It is the aim of the Environmental Health 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
- LACORS Food Liaison Group
- Midland Cities Group

### Food standards

- East Midlands Co-ordination Of Trading Standards (Food Standards) Group

## **4.0 RESOURCES**

### **4.1 Financial Allocation**

4.1.1 Given the multidisciplinary and integrated organisation of food related service delivery, it makes it difficult to provide a comprehensive and detailed report on the financial allocation to food enforcement.

4.1.2 The Food Safety Team has a cost centre for food related activities.

#### **120351 - Food Safety Control 2004/05**

	£
Staffing	297,500
Admin	16,645
<u>Running Costs</u>	<u>15,500</u>
Gross Expenditure	329,645

<u>Less:</u>	
Income	5,100
<u>Net Expenditure</u>	<u>324,545</u>

The Cost Centre does not include food complaints, food poisoning investigations and food premises inspections undertaken by officers in other teams within Environmental Health.

#### **120352 - Food Training**

This service is run on a stand-alone break-even basis utilising Trainers

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. The Consumer Protection Service makes budgetary provisions for the commissioning of analytical services. No specific sum is ring fenced for food analysis.

- 4.1.4 The Departmental Budget Strategy for 2004/5 implements a £104K reduction in the budget of the Environmental Health from 1 April 2004. This has been addressed in the main by reviewing priorities and resource deployment.
- 4.1.5 The Departmental Budget Strategy for 2004/5 implements a £300K reduction in the budget of the Consumer Protection Service from 1 April 2004. This has been addressed through a relocation of the consumer advice centre and a freeze on recruitment.

## **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. However, the introduction of work time analysis in 2004 will enable this to be done.
- 4.2.2 In 2004 Environmental Health has established specialist teams for higher risk work including Pollution, Health & Safety, Food Safety and Private Sector Housing. Also three Area Environmental Health Teams have been established doing general Public Health work plus some defined work from the specialist teams. Flexibility comes through the ability of area teams to reprioritise and support further specialists work as appropriate.
- 4.2.3 The management of food related activities is undertaken by the Team Managers (Food) who have an overall strategic lead role for the Service. All staff 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 5.5 FTE posts of which at least 1.0 FTE is dedicated to supporting food safety related activities.
- 4.2.5 The Consumer Protection Service comprises 18 Trading Standards and Consumer Protection Officers. There are no posts which specialise in food related enforcement although it is a significant (but not necessarily the main) element in the work activities of 3 officers and 1 Manager. The Service has 9 officers with appropriate qualifications and experience to meet the requirements of the FSA Code of Practice 19.
- 4.2.6 The demand for animal feedingstuffs enforcement in Leicester is negligible.

## **4.3 Staff Development Plan**

- 4.3.1 The department has Investor in People Status. All staff in Environmental Health and the Consumer Protection Service are subject to an annual appraisal under a corporate Appraisal Scheme. The appraisal covers issues of performance, current and anticipated learning needs.
- 4.3.2 Environmental Health and the Consumer Protection Service operate locally devised competency schemes to facilitate staff development.

- 4.3.3 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 Environmental Health and the Consumer Protection Service have both obtained Charter Mark status.

### **5.2 Performance Management**

- 5.2.1 Environmental Health maintains documented work procedures. Work will continue on the 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 2004/05. The Consumer Protection Service will review its documented procedures in the light of the final version of the Code of Practice and implementation of Uniform 7. Key processes – as required by COP – will be documented by the end of 2004/05.

- 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. Any criticisms of the service are investigated and if necessary service improvements made. In 2003/04 Environmental Health received an 89% satisfaction level (satisfied or very satisfied) for its food related activities.

### **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 and actioned appropriately. In 2003/04 there were 2 complaints against the Food and Community Public Health Service connected to cases pending court action.

## 5.5 Intra-authority and Inter-authority Audits

- 5.5.1 Environmental Health is a member of the Leicestershire Food Liaison Group and had an inter-authority audit in June 2003. The findings have been incorporated into the 2004/05 work plans. In January 2002, the Food Safety Service 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 member of the EMCOTS partnership and a revised peer review process will be rolled out from autumn 2004.

## 6. Review against Service Plan 2003/4

### 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 Environmental Health 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. Quarterly meetings with the Service Director follow, where any discrepancies in the business plan are discussed and action plans prepared to address them. The performance indicators form part of the health indicators for the Community Protection and Wellbeing Division.
- 6.1.3 Review of performance against this plan will be reported to members.

### 6.2 Environmental Health Achievements 2003/04

- A. Completed 1459 food safety inspections, exceeding the 2003/04 target (1395) by 64 inspections and inspected 141 food premises more than in 2002/03 (1318).
- B. Completed 1253 (94%) "high risk" food inspections just 17 inspections short of target 1270(95%)
- C. Exceeded 2003/04 "lower risk" inspection target by 81 achieving 54% as opposed to 33% of the total.

#### Food Safety Inspection Targets 2003/04

Inspection Rating Category	A – C	D – F	Total
Number of inspections due in April 2003	1337	384	1721
Number to be inspected	1270 (95%)	125 (33%)	1395
Number inspected	1253 (94%)	206 (54%)	1459
Shortfall (carried into 2004/05 programme)	84	178	262

- D. These activities resulted in approximately 1,400 informal letters being written and 206 Improvement Notices being served on proprietors for food hygiene contraventions. 12 food businesses were found on inspection to have conditions that constituted “imminent risk to health” and had to be closed through the courts, using emergency legal powers. This was primarily because these premises were either severely pest infested or lacking hot water. 2 prosecutions were taken during the year and another 3 are still pending.
- E. Following implementation of last year’s review, the training unit achieved its target of becoming self financing and working in partnership with Adult Education. It trained around 650 food handlers and ran 11 courses in languages other than English compared to the previous year of 4. Also the unit achieved 98% compliance on a CIEH quality audit. This is one of the highest scores ever to be given. The CIEH complimented us on the availability and range of food courses in languages other than English.
- F. During 2002/03, routine inspections revealed a number of serious rodent infestations in food businesses, requiring 19 Emergency Prohibition Notices (i.e. closures) to be served - an unprecedented number. In 2003 to address this problem, two proactive high media campaigns of “**Pest Control Block Surveys**” were conducted. In part of the City Centre 69 premises and in Belgrave 78 premises were surveyed. These included some 28 food businesses and because rodents are no respecters of boundaries, the 86 commercial and 33 residential properties that made up the blocks. Four weeks prior to the survey, proprietors were sent information about the forthcoming visit and advice including, what to do to prevent an infestation and what to do should one exist. The Mercury newspaper covered the campaign and Central News also reported the story. This helped provide a citywide focus to the campaign.
- In all 1 food, 10 commercial and 4 residential properties were found to have rodent problems, mainly mice. Proofing advice was given to the food and commercial properties. Rubbish dumped in these areas was removed. Surface and sewer baiting was also carried out. Any rodent activity was treated. The surveys were considered a success in raising awareness and reminding businesses of their legal responsibilities to operate pest free. In 2003/04 there was a 63% reduction with only 7 Emergency Prohibition Notices (ie. Closures) needed to be served on food premises due to rodents. In the block survey areas it fell from 6 in 2002/03 to none in 2003/04.
- G. Piloted the role of Food Hygiene Advisor. This is a development of a new role for the Environmental Health Trainer (funded from training income) that provides intensive training and advisory support to targeted failing food businesses. During the year policy and procedures were drawn up and the scheme piloted in a few food businesses. In the light of experience, it has been refined ready to launch more widely in 2004/ 05.
- H. After several years of failing to achieve our sampling targets. This year took 146 food samples and 48 environmental swabs at food premises, some 44 samples more than predicted.

### 6.3 Consumer Protection Service achievements 2003/4

6.3.1 Proactive Market Interventions 2003/4 - The food related sectors scheduled for review in the 2003/4 Food Enforcement Plan were as follows:-

Sector	Sectoral Food Risk	Intervention
Restaurants	Low	16 businesses visited. Checked for metrology, meal ingredients and descriptions. 4 businesses found to be non-complying with metrology requirements. One food sample failed with colouring 20% above legal limit.
Hot Food Mobiles		Awaiting officer report
Sweet Shops	Low	Not undertaken
Confectionery Manufacturers	Low	Fox's was visited with EHO, recipes and labels of various lines were checked. No samples taken.
Health Food Shops		Awaiting officer report
Large and small newsagents		Awaiting officer report
Children's Homes		No food issues identified
Retail Butcher	Low	54 Butchers were visited to ensure compliance with new Meat and Meat Product regulations. 23 samples taken. Businesses inspected for compliance with metrication, pricing and labelling.
Manufacturing Butcher	Medium	
Mobile Butcher	Low	
Pubs		Awaiting officer report
Places of workshop with food		No food issues identified
Manufacturing Baker	Medium	Deferred to 2004
Grocers		Awaiting officer report
Slaughterhouse	Low	Deferred to 2004

The Consumer Protection Service undertook inspections of the following major food businesses based in the City:

- Yum Yum Foods,
- Bi Ltd,
- Sara Foods

The following were scheduled but did not take place.

- Mayur Foods,
- Bradgate Bakery,
- GFS,
- Supreme Catering,
- Walkers Snack (Bursom Road),
- Walkers Snacks (Leycroft Road),
- Cofresh.

6.1.7 Complaint Investigation - 360 food related complaints were received by Leicester City Council in 2003/4 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.

In 2003/2004 the Consumer Protection Service recorded:

- **168** (167 in 2003/4) investigations arising out of complaints from members of the public (**142** from Leicester consumers, **24** from non-Leicester consumers)
- **38** (71 in 2003/4) investigations initiated into Leicester based businesses as a result of referrals from other local authorities.
- **24** (25 in 2003/4) instances of significant non-compliances found through monitoring activities or complaints received and which required the issue of warning notices.

The Food Enforcement Plan 2003-4 did not forecast any significant changes in the level or nature of food related complaints and enquiries.

6.1.8 In 2004/5 significant work was done with local spice importers as a result of the contamination of chilli with Sudan 1 red dye. Additionally the banning of mini fruit gels sweets increased the number of referrals relating to the import and distribution of this particular product.

6.1.9 Business Advice – The Consumer Protection Service recorded 37 (65 in 2002/2003) requests from traders for advice on food standards matters in 2002/2003 and of which 12 (14 in 2002/3) were from home authority businesses.

6.1.10 Consumer and Business Education – No significant consumer or business projects on food issues were carried out in the period 2002/3.

## 6.2 Identification of any variance from the Service Plan

- 6.2.1 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 Resources were committed to attempting to achieve the performance indicator of food inspections achieved against the target. The table below highlights our achievements. Please note the 1% shortfall in the "high risk" food inspection target equates to 17 inspections.

Inspection Rating Category	A to C	D to F
Number to be inspected	1337	384
Number inspected	1253	206
% Achieved	94%	54%
PI Target 2003/04	95% (1270)	33% (125)

**Table 4: Food hygiene inspection programme for 2003/04**

- 6.2.3 The service target 28-day rule for visiting new food businesses, which registered with us, was suspended and only introduced from April 2003. A current backlog exists of 45 businesses awaiting inspection.
- 6.2.4 From October 2001 the Consumer Protection Service's market surveillance activities (inspections, sampling) have been steered by the Service Management Team using the five-year Market Intervention Programme. A number of the planned food related sectoral reviews were not undertaken due to appropriately experienced/trained officers being allocated other work commitments. The deferred sectoral reviews have been rescheduled. Staff development measures are being taken to increase individual productivity and the capacity of the Service to handle more complex food business inspections and associated advisory duties.

## 6.3 Areas of Improvement

- 6.3.1 The work plans for food safety and standards activity is contained within the Community Protection and Wellbeing Division Service Plans 2004/05.
- 6.3.2 The Food Safety Service will update its policies and procedures in line with the Food Standards Agency Framework Agreement.
- 6.3.3 Resources permitting, new registrations will be inspected within 28 days of notification.
- 6.3.4 The Food Safety Act 1990 Revised Code of Practice - The following work items have been identified as a result of the revision of the draft Code of Practices by the FSA.
- The exchange of information on food premises registration including for purposes of deciding whether or not to undertake inspection of new premise. *The upgrade of case handling software provides for the identification of changes of the business register by the CPS or EH services.*



- The documentation of liaison arrangements between our lead food officers for food safety and standards. *Lead food officers within the distinct services meet regularly to discuss operational, policy and IT/reporting issues. As a unitary authority with a one-to-one relationship it is not considered necessary to document the liaison arrangements.*
- The production of an agreed list for Home Authority Businesses and named Home Authority Officers. *This has been produced and is available via the LACORS website.*
- The production of a documented sanctions application scheme for officers and businesses to supplement the generic enforcement policy adopted by the City Council. *It is envisaged that this would state what sanction would usually be applied to any of an indicative list of legal breaches. The purpose would be to ensure greater consistency, fairness and transparency in enforcement. This was scheduled for production in 2003/04. However, it was not progressed due to management resources being diverted to deal with organisational changes and the implementation of upgraded software.*
- Documentation of arrangements for ensuring compliance in LCC food related businesses. Review Enforcement Policy. *This was deferred to 2004/05.*
- Production of a single documented procedure for the premises based authorisation of officers and backed up with appropriate training. *Pending further guidance from LACORS/FSA.*
- Creation of a comprehensive food business database to include non-registered food businesses. Documentation of our enforcement position vis a vis unregistered premises. *Deferred pending review of EH objectives and priorities.*
- Documentation of local response to Food Hazard Warnings issued by the FSA. *Deferred to 2004/05.*
- The creation of a common format of post-inspection reports for the food business proprietor. *Decision not to proceed with this due to differences in inspection/investigative approaches.*
- Inclusion of food sampling programme in the Business Plan. *Implemented.*
- To review Senior Management's monitoring of food enforcement activities including consistent assessment of inspection ratings, compliance with enforcement policy, officer understanding of industry codes of practice. *Deferred pending organisational reviews.*

## **7. Annexes**

Annex A: Organisational Chart

Annex B: Resource Assessment - Food Safety

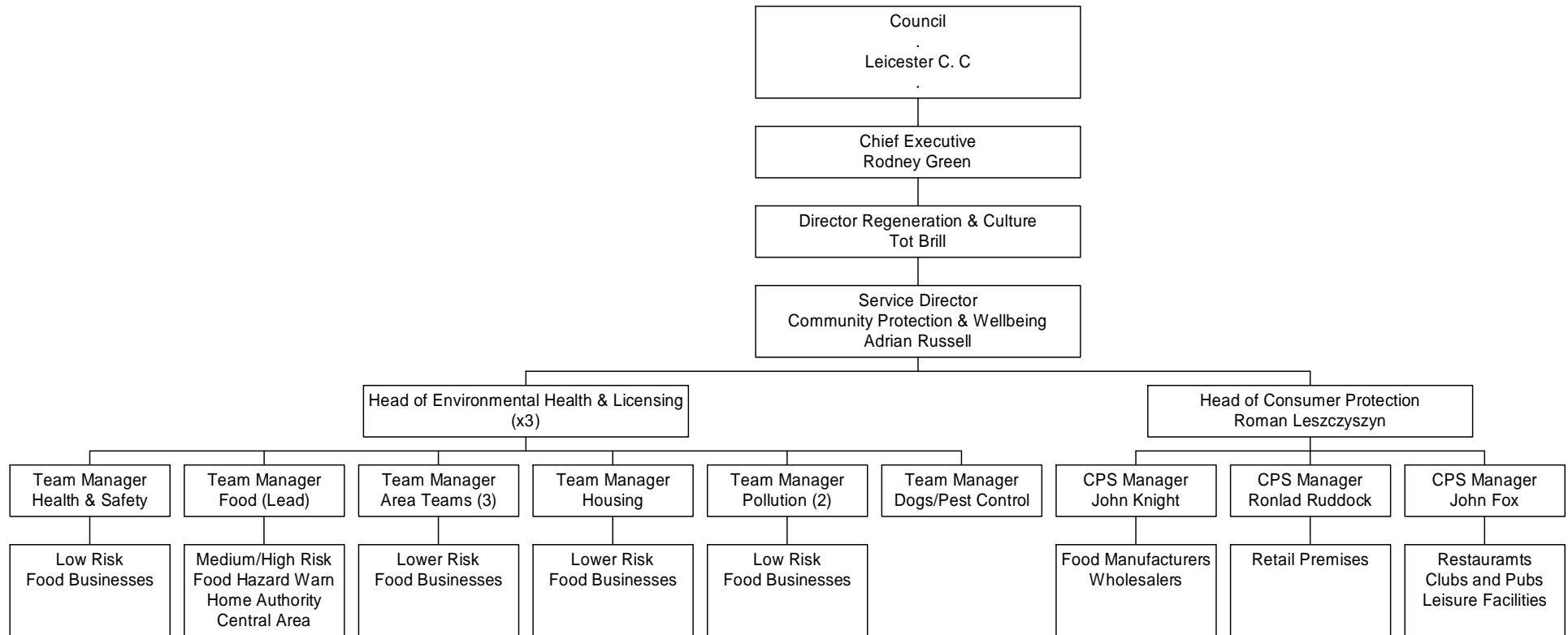
Annex C: Resource Assessment - Food Standards

Annex D: Consumer Protection Service Sampling Programme 2004/2005.

Annex E: Environmental Health Sampling Programme 2004/2005.

## 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
<b>Less</b>		
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	
Appraisal and individual supervision meetings	1 week	
Number of working weeks for service delivery		41 weeks
<b>Number of working days</b>		<b>205 days</b>
<b>Number of hours</b>		<b>7700 hours</b>

#### 2. Food Hygiene Inspections

Assumptions:- 1.3 inspections per day for category A to C premises. 3 inspections per day for category D to F premises. 4 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 8th 2004	1222	940	4.60
Inspections of category D to F premises due on April 8th 2004	215	72	0.35
Re-visits to check compliance	350	88	0.43
<b>Total for Food Hygiene Inspections</b>	<b>1787</b>	<b>1129</b>	<b>5.38 FTE</b>

Total staff resource required for food hygiene inspections = 5.38 FTE

### 3. New Food Business Registrations

Assumption: 2 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	100	0.5

Total staff resource required for risk assessment of new food business = 0.5 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	900	300	1.5

Total staff resource required for food purchase/food premises complaints = 2.00FTE

### 6. Food Safety Sampling

Assumptions: 2 days set up time per sampling programme. 100 samples acquired in 7 programmes, 5 samples per day.

Activity	Number of events	Number of days	Number of FTE
Setting up and co-ordination of sampling programmes	12	5	0.02 (Manager Time)
Acquisition of sample, documentation and processing	150	20	0.1

Total staff resource required to undertake food safety sampling 0.12 FTE.

## 7. Food Safety Promotion

Activity	Number of events	Number of days	Number of FTE
Hygiene advisor role		50	0.25
Food Safety promotional event		25	0.13

Total staff resource available for food hygiene training 0.4 FTE.

## 9. Special Events/Initiatives

Staff attend and inspect food stalls at 2 staged events in the city, the Mela and the Caribbean Festival. Also to address pest activity in businesses, a block survey is planned and an imported food initiative

Assumptions: 2- 5 days pre-planning for each event, with block surveys being allocated 4 members of staff for duration of event.

Activity	No of events	Pre-planning days	Attendance days (x 2 staff)	No's of FTE
Mela	1	2	3	0.009
A Caribbean Carnival	1	3	2	0.009
Block Survey +	1	5	10	
Imported food	1	5	30	0.25
Total staff resource required @ 0.27 FTE				

## 10. Administrative Support

Environmental Health has 5½ 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 1.0 FTE.

## Annex C

### Resource Assessment - Food Standards

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

1 year	52 weeks
<b>Less</b>	
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
<b>Number of working days</b>	<b>205 days</b>
<b>Number of hours</b>	<b>7700 hours</b>

#### 2. Inspection of premises for Food Standards

Assumptions:- 1 inspection per day for High Risk premises. 1 inspections per day for Medium Risk premises. 2 inspections per day for Low Risk Premises. 2 re-visit 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	1	1	-
Medium Risk	34	34	0.17
Low Risk	315	157	0.77
Re-visits	40	20	0.09

Total staff resource required for food standards inspections = 1.00 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 days	0.05

Total staff resource required for risk assessment of new food business = 0.05 FTE

#### 4. Investigation of food standards complaints

Assumption: 3 complaints per day for food purchase. 1 investigations per day of adverse samples and significant non-compliance's (proportion of adverse samples referred to Home Authority). 2 investigations per day of local authority referrals. Includes receipt, documentation, and 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	150	50	0.25
Investigation of significant non-compliances found in monitoring	25	25	0.125
Investigation of Home Authority referrals	50	25	0.125

Total staff resources required to investigate food standards complaints is 0.50 FTE.

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

Assumption: . 1 advice enquiry per day where this involves Home Authority Advice. 5 advice enquiries per day on food standards related issues. Includes research, documentation, and communication with enquirer.

Activity	Number of events	Number of days	Number of FTE
General advice to businesses	50	10	0.1
Answering requests for information and advice from the Home Authority business	10	10	0.1
Review and production of information/advice sheets	4	5	0.025

The resource required to provide advice to food businesses is FTE 0.225



## 6. Food Standards Sampling

Assumptions: 1 day set up time per sampling programme involving Head of Service, Manager and Officers. 4 samples per day including liaison with the public analyst, documentation and review of results.

Activity	Number of events	Number of days	Number of FTE
Setting up and co-ordination of sampling programmes	4	4	0.02
Acquisition of sample, documentation and processing	100	25	0.125

The resource required to undertake food standards sampling is FTE 0.125

## 7. Food Standards Promotion

Activity	Number of events	Number of days	Number of FTE
Preparing seasonal press releases; media appearances; events	-	4	0.02

The resource available to undertake food standards promotion is 0.02 FTE.

## 8. Administrative Support

The Consumer Protection Service has 4 FTE officers providing administrative support (of which one is a frozen vacancy). Their functions include maintaining records and files; and providing the generality of support and administrative functions for officers. In relation to food enforcement the Administrative Support staff make a major contribution to maintenance of the database.

The level of Admin support provided for food related enforcement duties is 0.25 FTE.

**Annex D  
Consumer Protection Service  
Annual Food Sampling Programme<sup>5</sup>  
2004-2005**

Month	H/A Manufacturers	Contamination	Composition/labelling	Quality
Apr				
May		Fish for heavy metal contamination (EMCOTS)		
Jun				
Jul			Dispensed water	
Aug				Barbecue meat for rancidity (EMCOTS)
Sep			In-store produced flapjacks for sugar and salt content	
Oct			Asian Sweets for colourings	
Nov				Spirits/Beer for strength & substitution.
Dec				
Jan		Imported fruit and veg (FSA)		
Feb				
Mar				

<sup>5</sup> 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 Environmental Health Sampling Programme 2004/05**

<b><u>Month</u></b>	<b><u>Description</u></b>	<b><u>Source</u></b>
April	ready to eat salads	Leics
May	butter from retail and Catering premises	LACORS/HPA
May to October	raw meat & poultry	LACORS/HPU
June	meat based pate	Leics
July	sandwiches from local Makers	Leics
August	water from mobiles	Leics
September	dried spices	EU
October	unpasteurised cheeses	EU
November	ready to eat fish	Leics
December	[no surveys]	
January	pub meals	Leics
February	samples from approved premises	Leics
March	ready to eat cooked meat In MAP	Leics

Around 150 samples will be taken during the year.