

Leicester
City Council

**MEETING OF THE NEIGHBOURHOOD SERVICES AND COMMUNITY
INVOLVEMENT SCRUTINY COMMISSION**

DATE: WEDNESDAY, 12 JULY 2017

TIME: 5:30 pm

**PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles
Street, Leicester, LE1 1FZ**

Members of the Commission

Councillor Malik (Chair)

Councillor Gugnani (Vice-Chair)

Councillors Bajaj, Cank, Cutkelvin, Fonseca and Khote

Members of the Commission are invited to attend the above meeting to
consider the items of business listed overleaf.

For Monitoring Officer

Officer contacts:

Jerry Connolly (Scrutiny Policy Officer)

Elaine Baker (Democratic Support Officer),

Tel: 0116 454 6355, e-mail: elaine.baker@leicester.gov.uk

Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ

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- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

Further information

If you have any queries about any of the above or the business to be discussed, please contact: **Elaine Baker, Democratic Support Officer on 0116 454 6355.** Alternatively, email elaine.baker@leicester.gov.uk, or call in at City Hall.

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PUBLIC SESSION

AGENDA

NOTE:

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<http://www.leicester.public-i.tv>

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<http://www.leicester.public-i.tv/core/portal/webcasts>

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are asked to declare any interests they may have in the business to be discussed.

3. MINUTES OF THE PREVIOUS MEETING

Appendix A

The Minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 22 March 2017 are attached and Members are asked to confirm them as a correct record.

4. PROGRESS ON ACTIONS AGREED AT THE LAST MEETING

To note progress on actions agreed at the previous meeting and not reported elsewhere on the agenda (if any).

5. CHAIR'S ANNOUNCEMENTS

6. TERMS OF REFERENCE

Appendix B

Members are asked to note the Terms of Reference for the Neighbourhood Services and Community Involvement Scrutiny Commission, (attached)

7. MEMBERSHIP OF THE COMMISSION 2017/18

Members are asked to note the membership of the Commission for 2017/18:

Councillor Malik (Chair)

Councillor Gugnani (Vice-Chair)

Councillor Bajaj
Councillor Cank
Councillor Cutkelvin
Councillor Fonseca
Councillor Khote
(1 non-grouped place currently unallocated)

8. DATES OF COMMISSION MEETINGS 2017/18

Members are asked to note that meetings of the Commission for the 2017/18 municipal year are scheduled to be held on:-

Wednesday 12 July 2017
Wednesday 6 September 2017
Wednesday 25 October 2017
Thursday 7 December 2017
Wednesday 24 January 2018
Wednesday 28 March 2018

9. PETITIONS

The Monitoring Officer to report on the receipt of any petitions submitted in accordance with the Council's procedures.

10. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer to report on the receipt of any questions, representations and statements of case submitted in accordance with the Council's procedures.

11. PORTFOLIO OVERVIEW JULY 2017

Appendix C

The Director of Neighbourhood and Environmental Services, Director of Finance and Director of Delivery, Communications and Political Governance submit a report providing an overview of the key areas and services related to the Neighbourhood Services and Community Involvement Scrutiny Commission. The Commission is recommended to note the report and use the information to help inform its work for the coming municipal year.

12. REGULATION OF LEICESTER'S FOOD BUSINESS SECTOR

Appendix D

The Director, Local Services and Enforcement submits a report that provides information on the food sector from a food law regulatory perspective, proposed food law regulatory interventions for 2017/18, case studies and key issues in the development of the national framework. The Commission is asked to note the work undertaken by Leicester City Council's Food Safety Team and comment on issues raised.

13. NEIGHBOURHOOD SERVICES SPENDING REVIEW PROGRAMME - UPDATE [Appendix E](#)

To receive an update on spending reviews affecting services within this Commission's portfolio and not considered elsewhere on the agenda. Members are recommended to receive the update and comment as appropriate.

14. SCRUTINY COMMISSION WORK PROGRAMME [Appendix F](#)

The current work programme for the Commission is attached. The Commission is asked to consider this and make comments and/or amendments as it considers necessary.

15. ANY OTHER URGENT BUSINESS



Leicester
City Council

Minutes of the Meeting of the
NEIGHBOURHOOD SERVICES AND COMMUNITY INVOLVEMENT SCRUTINY
COMMISSION

Held: WEDNESDAY, 22 MARCH 2017 at 5:30 pm

P R E S E N T :

Councillor Cutkelvin (Chair)
Councillor Gugnani (Vice Chair)

Councillor Dr Chowdhury Councillor Halford
Councillor Fonseca Councillor Hunter

In Attendance

Councillor Master, Assistant City Mayor - Neighbourhood Services
Councillor Sood, Assistant City Mayor - Communities & Equalities
Councillor Waddington, Assistant City Mayor - Jobs & Skills

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78. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor Aldred.

79. DECLARATIONS OF INTEREST

Councillor Gugnani declared an Other Disclosable Interest in agenda item 9, "Community Involvement Update Report", as he was Secretary of the Leicester Council of Faiths.

In accordance with the Council's Code of Conduct, the interest was not considered so significant that it was likely to prejudice Councillor Gugnani's judgement of the public interest. He was not, therefore, required to withdraw from the meeting.

80. MINUTES OF THE PREVIOUS MEETING

AGREED:

That the Minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 25 January 2017 be confirmed as a correct record

81. PROGRESS ON ACTIONS AGREED AT THE LAST MEETING

a) Community Asset Transfer Update

The Head of Neighbourhood Services provided an update on information available on the Council's Community Asset Transfer policy, in particular on the criteria used against which an organisation's suitability for Community Asset Transfer was considered.

It was suggested that a further update be provided at a future Commission meeting as the information was valuable to Members when discussing the issue with community groups.

b) Public Spaces Protection Order

The Head of Community Safety had been asked to provide Members with details of the local demographics of users of new psychoactive substances. As an update, it was reported that the collection of this data was continuing.

82. CHAIR'S ANNOUNCEMENTS

a) Council Tax Reduction Scheme

The Chair advised that Caroline Jackson, Head of Revenues and Customer Support, had advised of a need to re-consult on the council tax reduction scheme.

It was noted that the Commission had expressed a desire to contribute and inform the consultation literature for 2017/18 and the communication/publicity plan. It was intended to consult in June and July 2017.

Members Workshops had also been convened on the following dates: 2 May 2017; 3 May 2017; and 9 May 2017. The Chair advised that she would also meet the Assistant Mayor separately from the Workshops to discuss the issue.

In respect of the poor response to the initial consultation, the Assistant City Mayor (Jobs and Skills) welcomed efforts made to increase participation.

The position and update were noted.

83. PETITIONS

The Monitoring Officer reported that no petitions had been received.

84. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer reported that no questions, representations or statements of case had been received.

The Chair advised that, in view of members of the public present for individual items, and having regard to the attendance of Officers, she would re-order the agenda accordingly:

85. EXECUTIVE RESPONSE TO SCRUTINY REPORT ON THE IMPACT OF GAMBLING ON VULNERABLE COMMUNITIES

The Assistant City Mayor (Jobs and Skills) submitted a report which set out the Executive's response to the recommendations of the scrutiny review of the impact of gambling on vulnerable communities.

The Commission was asked consider and comment on the response.

It was noted that within Leicester there were 268 premises licensed under the Gambling Act and of those 63 were betting shops. The remainder were premises with permits for gaming machines, adult gaming centres and bingo halls. The review was initiated by Councillors concerned about the impact of gambling, and in particular that of B2 machines in Licensed Betting Offices, commonly known as Fixed Odds Betting Terminals (FOBTs), on vulnerable individuals and vulnerable communities.

The Scrutiny Commission had published its recommendations in April 2016.

The Assistant City Mayor commented on the considerable amount of work undertaken by Members and officers to formulate the recommendations and advised that this had been noted by Executive members.

It was reported that the Executive had welcomed the report and supported the recommendations therein.

In respect of the need to complete an area profile it was confirmed that meetings with stakeholder groups had been proposed to progress the issue.

In terms of the future consultation and the national impact of the review, it was reported that the findings of the review had been referred to Government and to local MPs. The findings of the review had also been referred to the

Government's All-party Group on Gambling and separately to the Local Government Association (LGA) who had recently begun a consultation on the issue.

In conclusion, the Chair thanked the Vice-Chair for heading the review and noted that the issue would be kept on the Commission's work programme, in order to receive updates. The work in support of the LGA, giving the report national attention, was particularly welcomed by the Chair.

AGREED:

that the report of the Assistant City Mayor (Jobs and Skills) and the decision of the Executive to support the findings of the review be received and welcomed.

86. CHANNEL SHIFT PROGRAMME UPDATE

The Director of Delivery, Communications and Political Governance submitted a report on the channel shift programme.

The report provided an update to the Commission specifically covering:

- Background and context for the programme
- Future programme management and delivery
- Progress in relation to the Customer Relationship Management (CRM) system
- Self-service offer in neighbourhoods
- Channel shift across the Council

The Commission was recommended to review and comment on the report and to identify any issues arising from the work of the officer Task Group which could be appropriate for consideration as part of the channel shift programme.

The Assistant City Mayor (Neighbourhood Services) commented on the report and referred to the content in regard to the future programme management and delivery. He asked the Commission to note that the Head of Revenues and Customer Support, Caroline Jackson, had stepped down from managing the programme due to the wider demands of her Head of Service role.

It was reported that there were two Senior Project Managers who were reporting for an interim period to the Director of Delivery Communications and Political Governance on this programme. The intention was to appoint a Programme Manager to take the programme forward.

The Chair, Assistant City Mayor (Neighbourhood Services) and members noted the update and requested that their thanks and appreciated to Caroline Jackson be recorded.

In terms of the ongoing programme and the effectiveness of channel shift across the Council clarity was sought on the current 'live projects' and in particular to the telephony 'hard stops'. In response to questions, the Director

advised that a deliberate view was being taken to redirect customers to online services.

It was confirmed that the approach was being implemented with sensitivity and the Chair advised that a sensible and pragmatic approach would be required for many enquiries that were to be redirected, as some more complex issues could be better explained and dealt with by telephone in the first instance.

In respect of the publicity arrangements and promotion it was suggested that information on how to use the revised systems could be provided at future Ward Community meetings. Information could also be made available to members on a 'post-card' to explain the process to constituents.

The use of email signatures and the LoveLeicester app to promote the revised service information were also discussed. It was noted that the suitability of these proposals could be discussed further by the officer Task Group.

The need to ensure the availability of public access to services at community centres was debated, and it was a concern that there were currently no appropriate locations in the east of the city to allow access to a multiservice hub. The requirement to maintain links to the ongoing Transforming Neighbourhoods initiatives was noted in this regard.

In response to a question from the Vice-Chair, the Director referred to the equalities implications of non-English speaking residents accessing services and advised of the efforts undertaken to ensure that the services were inclusive.

In terms of the direct dial phones and use of self-service kiosks, that had been introduced and promoted previously, it was confirmed that the systems would be reviewed so as to not compromise or conflict with the current proposals.

The ease of setting and resetting passwords would also be reviewed, as it was reported that this had caused some users difficulties in accessing services. The effectiveness of the Wi-Fi and other internet access problems at some Council locations was raised and noted, together with issues concerning security and cybercrime.

In conclusion, the Chair advised that as the channel shift programme affected the whole of the Council, the report would also be submitted to Overview Select Committee and to separate Scrutiny Commissions to obtain an overview of the broader issues and to develop the future work stream.

The channel shift programme would also remain on the Commission's work programme and would be updated in due course, particularly concerning the consideration of the harder launch of the programme.

AGREED:

that the position and update be noted.

87. COMMUNITY INVOLVEMENT UPDATE REPORT

The Director of Neighbourhood and Environmental Services submitted a report which outlined the services and activities involved in the delivery of community engagement over the past decade. The report also outlined the current support for community engagement particularly with regard to the Neighbourhood Services section.

The Commission was asked to note the historical information supplied and to provide comment on the community engagement activity currently promoted through Neighbourhood Services and other activity promoted through a wide range of Council services.

The content of the report was noted and in terms of the next steps it was considered by Members that the Ward Community and Engagement Officers had been well received across the city. The role would continue to support ward councillors and community engagement through ward events, working with partners on ward issues and administration of the ward fund.

The Assistant City Mayor (Communities and Equalities) thanked officers for the comprehensive report and referred to the ward community funds process that had been very successful in supporting communities, making particular reference to the revised decision making procedures and to the fast-track initiative.

In response to a question the Assistant City Mayor (Neighbourhood Services) advised that the level of funding to each ward could be sustained for the next municipal year and would continue for the foreseeable future.

It was reported that the Council would continue to develop partnerships with other organisations to maximise the impact of community engagement work. It was reported that as a component part of Transforming Neighbourhood Services, further engagement work and proposals for a detailed contact list of stakeholders and community groups in all wards across the city was being established, together with proposals to continue to align local community engagement initiatives with developing national policy.

In response to questions concerning use of premises by community groups, it was clarified that the community asset transfer policies had achieved different outcomes for certain buildings and remained a 'work in progress'. It was confirmed that the use of individual buildings could be reviewed to ensure this was in line with the lease terms where concerns were expressed by Members.

In conclusion the Chair advised that the issue would remain on the work programme and be reported to the Commission as an update in due course.

AGREED:

That the report and update be noted.

88. UPDATE ON THE TASK GROUP REVIEW "GETTING THE BEST OUT OF OUR SERVICES IN NEIGHBOURHOODS"

The Chair gave a verbal update on progress with the Task Group Review "Getting the Best out of Our Services in Neighbourhoods".

The Commission was advised of a number of site visits undertaken and to the ongoing work to collate findings and to identify emerging themes.

AGREED:

That the update be noted.

89. SPENDING REVIEWS

The Director of Neighbourhood Services; Director of Delivery, Communications and Political Governance; and the Director of Finance circulated an update on the spending reviews of services within the Commission's portfolio and not considered elsewhere on the agenda.

AGREED:

That the update be received and noted.

90. WORK PROGRAMME

The Commission's work programme was submitted for information and comment.

It was noted that the content would be refreshed for the 2017/18 municipal year.

AGREED:

That the work programme be noted.

91. CHAIR'S THANKS

Before closing the meeting, the Chair commented that it was the last scheduled meeting of the Commission for the 2016/17 municipal year. She thanked officers and Members for their support and contribution to the work of the Commission during 2016/17.

92. CLOSE OF MEETING

The meeting closed at 7.55 pm.

Appendix B

SCRUTINY COMMITTEES: TERMS OF REFERENCE

INTRODUCTION

Scrutiny Committees hold the executive and partners to account by reviewing and scrutinising policy and practices. Scrutiny Committees will have regard to the Political Conventions and the Scrutiny Operating Protocols and Handbook in fulfilling their work.

The Overview Select Committee and each Scrutiny Commission will perform the role as set out in Article 8 of the Constitution in relation to the functions set out in its Terms of Reference.

Scrutiny Committees may:-

- i. review and scrutinise the decisions made by and performance of the City Mayor, Executive, Committees and Council officers both in relation to individual decisions and over time.
 - ii. develop policy, generate ideas, review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas.
 - iii. question the City Mayor, members of the Executive, committees and Directors about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects.
 - iv. make recommendations to the City Mayor, Executive, committees and the Council arising from the outcome of the scrutiny process.
 - v. review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the Scrutiny Committee and local people about their activities and performance; and
 - vi. question and gather evidence from any person (with their consent).
- **Annual report:** The Overview Select Committee will report annually to Full Council on its work and make recommendations for future work programmes and amended working methods if appropriate. Scrutiny Commissions / committees will report from time to time as appropriate to Council.

The Scrutiny Committees which have currently been established by the Council in accordance with Article 8 of the Constitution are:

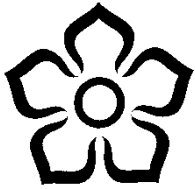
- Overview Select Committee (OSC)
- Adult Social Care Scrutiny Commission
- Children, Young People and Schools Scrutiny Commission

- Economic Development, Transport and Tourism Scrutiny Commission
- Health and Wellbeing Scrutiny Commission
- Heritage, Culture, Leisure and Sport Scrutiny Commission
- Housing Scrutiny Commission
- Neighbourhood Services and Community Involvement Scrutiny Commission

SCRUTINY COMMISSIONS

Scrutiny Commissions **will**:

- Be aligned with the appropriate Executive portfolio.
- Normally undertake overview of Executive work, reviewing items for Executive decision where it chooses.
- Engage in policy development within its remit.
- Normally be attended by the relevant Executive Member, who will be a standing invitee.
- Have their own work programme and will make recommendations to the Executive where appropriate.
- Consider requests by the Executive to carry forward items of work and report to the Executive as appropriate.
- Report on their work to Council from time to time as required.
- Be classed as specific Scrutiny Committees in terms of legislation but will refer cross cutting work to the OSC.
- Consider the training requirements of Members who undertake Scrutiny and seek to secure such training as appropriate.



Leicester
City Council

Portfolio Overview July 2017

Lead Directors: **Director of Neighbourhood and Environmental Services**
 Director of Finance
 Director of Delivery, Communications and Political Governance

1. **Purpose of Report**

This report provides an overview of the key areas and services related to the Neighbourhood Services and Community Involvement Scrutiny Commission.

2. **Summary**

The Neighbourhood Services and Community Involvement Scrutiny Commission's remit relates to a varying degree to six Assistant City Mayor portfolios and the Deputy City Mayor's portfolio:-

Cllr Rory Palmer – Deputy City Mayor
Cllr Adam Clarke – Assistant City Mayor – Energy and Sustainability
Cllr Kirk Master – Assistant City Mayor - Neighbourhood Services
Cllr Sue Waddington – Assistant City Mayor - Jobs and Skills
Cllr Piara Singh Clair – Assistant City Mayor – Culture, Leisure and Sport
Cllr Manjula Sood – Assistant City Mayor – Communities and Equalities
Cllr Abdul Osman – Assistant City Mayor – Strategic Partnerships and Change.

The above Executive Leads are supported by a wide range of services which fall within the responsibility of the following Divisional Directors:-

John Leach – Director of Neighbourhood and Environmental Services
Alison Greenhill – Director of Finance
Miranda Cannon – Director of Delivery, Communications and Political Governance

This report seeks to set out the scope of the Neighbourhood Services and Community Involvement Scrutiny Commission's portfolio and the relevant structures and services which support this. The divisional structures for Neighbourhood and Environmental Services, Finance, and Delivery, Communications and Political Governance are appended to this report as Appendices A to C respectively.

3. Recommendations

- 3.1 The report is presented to the Neighbourhood Services and Community Involvement Scrutiny Commission in order to help inform its work for the coming municipal year.
- 3.2 The Commission is asked to note the report.

4. Report

- 4.1 The Neighbourhood Services and Community Involvement Scrutiny Commission covers a wide range of services involving many different aspects of city life. The key areas of service are detailed in the section below.

Neighbourhood and Environmental Services Division

a) Neighbourhood Services

Assistant City Mayor: Cllr Kirk Master

Head of Neighbourhood Services: Lee Warner
Tel: 454 3542

The service consists of a network of up to 32 facilities, including 4 Multi Service centres, 12 standalone libraries (16 library service points in total), 16 community buildings and 2 children's Book buses. The core library offer includes free book borrowing, free computer, and internet and Wi-Fi access, access to information, children and adults learning activities, and a programme of special events such as the Summer Reading Scheme for children. Neighbourhood Services support community groups and activities, Adult Skills and Learning, food banks, room hire, children's parties, conferences events and functions. Neighbourhood Services actively promotes and develops volunteering in our centres. The service also provides support to Ward Community funding and Ward Community meetings.

Neighbourhood Services has high levels of customer contact: 2.5 million usages, with 78,000 active library users, 230,000 hours public PC use and 990,000 book issues.

Key priorities include:-

- To take forward the Transforming Neighbourhood Services programme to increase efficiency, bring council services together, improve customer access and make best use of buildings and staff resources.
- To ensure that families in Leicester are encouraged to read.
- To help residents to become included in the digital society, by offering supported and self-service access to a wide range of information.
- To develop and support community groups to engage in positive work that will enable communities to become more resilient.
- To engage with and empower communities to help shape the future of public services in neighbourhoods.

(b) Waste Management

Assistant City Mayor: Cllr Adam Clarke

Head of Waste Management/Waste Services Manager: Geoff Soden

Tel: 454 6734

The Waste Management team manages a 25 year Private Finance Initiative (PFI) contract with Biffa Leicester, for the collection, treatment and disposal of all Leicester's household waste.

The main services provided to all residents is a weekly collection of both recycling (collected using orange bags or communal bins, in which residents can recycle a wide range of items including paper, cans, cardboard, plastic containers, foil etc) and general (or residual) waste for which a black wheeled bin is provided. Other services available for residents include a bulky waste collection service, clinical and sharps collection service, two Household Waste Recycling Centres and over 60 recycling bring sites throughout Leicester.

As part of the contract Biffa Leicester operate a mechanical treatment plant at Bursom, known as the 'Ball Mill', and an anaerobic digestion facility at Wanlip. All of the waste collected from residents black general waste bins is processed by the 'Ball Mill'. This processing diverts three streams of waste away from landfill:-

1. Metals are extracted and sent for recycling
2. Light materials such as plastics, paper and cardboard are extracted and are used to produce heat and energy.
3. Organic waste is extracted and sent to the anaerobic digestion facility where it is used to produce methane and a soil conditioner. The methane is then used to generate electricity which is sold to the National Grid.

The team is also responsible for the education and promotion of the services to encourage residents to recycle their waste and to engage in positive environmental behaviours. The team also works with all other Council services to provide advice and services to help each department reduce and recycle their waste.

Key priorities include:-

- To support and remain committed to a comprehensive domestic waste collection service responding to residents' needs and expectations.
- To consider how the optional green waste kerbside service can be expanded and improved.
- Promote and develop the recycling services available through Leicester City Council including encouraging residents to make use of Leicester's two Household Waste Recycling Centres at Freeman's Common and Gypsum Close.

(c) Cleansing Services

Assistant City Mayor: Cllr Adam Clarke

Head of Parks & Open Spaces: Stewart Doughty

Tel: 0116 454 3789

Parks & Open Spaces Operations Manager: Michael Walker

Tel: 0116 454 4995

The Cleansing Services section currently provides a street cleansing service across the whole of the city, cleaning over 621 miles of streets on a weekly basis, removing 3,900 tonnes of litter annually and over 8,700 fly tipping incidents. The service is organised into local hand-sweeping teams and supported by mechanical highway sweepers which maintain scheduled routes within the city centre and across the City. Each of these district teams is managed by a Local Area Manager who acts as the primary point of contact for local communities and ward councillors. Similar arrangements exist within the city centre and operate on a full seven day a week basis.

The service also works closely with our festivals and events team with key priorities in ensuring cleansing standards are maintained before, during and after each public event. Examples of this include:-

- LCFC celebrations (approximately 240,000 people in attendance).
- King Richard III Reinternment (approximately 100,000 people in attendance).

The service also has a number of specialist functions:-

- Graffiti Team: is responsible for removing graffiti from all types of surfaces across the City, including private land with the agreement of the owner.
- Housing Caretakers are cleansing staff who work under the instruction of Housing Management to deal with waste & cleansing issues in and around all housing estates in particular communal properties.
- Litter bin maintenance team who are responsible for installing and maintaining 1,900 litter bins across the city
- Utility Team: who deal with instances of fly tipping, alleyway clearances, spillages and clearance of waste/litter from unauthorised traveller sites etc.
- 24 hour call out service: is available to deal with emergency clean-up operations for road traffic accidents, diesel spillage, SHARPS removal etc.
- Public conveniences: responsible for cleaning in the city with a mobile public convenience Cleansing Team cleaning all unattended public conveniences across the City on a 7 days per week basis.

Key Priorities include:-

- To continue to provide quality services and to ensure the highest possible standards of street cleanliness within the resources available.
- Improve toilet facilities in the City.
- To support new initiatives such as developing ideas around Street Champions.

(d) Regulatory Services and Community Safety

Assistant City Mayor: Cllr Kirk Master

Assistant City Mayor: Cllr Sue Waddington (specifically certain Regulatory Services except Taxi Licensing)

Assistant City Mayor: Cllr Piara Singh Clair (Building Control and Taxi Licensing)

Assistant City Mayor: Cllr Abdul Osman (Specifically Community Safety including domestic and sexual violence)

Head of Regulatory Service: Roman Leszczyszyn Tel: (0116) 454 3191

Pest Control/Dog Wardens (Cllr Kirk Master)

Pest Control Officers work to eradicate and exclude a variety of common pests in homes and businesses throughout Leicester. These include rats, mice, bed bugs, cockroaches, fleas and wasps. The treatment of rats at domestic premises is free but all other pest treatments are chargeable except for mice treatments in Pest Action Zones. These are areas within more deprived wards which have high rates of mice infestation and where residents are on low incomes and so cannot easily afford to pay pest control charges. The Dog Warden Service deals with stray and dangerous dogs and dog nuisance such as barking and fouling on premises.

Private Sector Housing Team (Cllr Kirk Master)

This team aims to ensure that private rented properties in the City are suitable for occupation. The team investigate complaints and inspect private rented properties for disrepair and freedom from unacceptable hazards and ensure standards in houses in multiple occupation and hostels are being met. Assessment of living accommodation for immigration purposes is also carried out as support to sponsors.

The team also investigate issues around filthy and verminous premises and faulty drainage, dangerous trees on private land and high hedges obstructing light. They also work with Pest Control to investigate various public health pests.

The Building Regulation Team (Cllr Piara Singh Clair)

This team seeks to ensure that buildings in the City comply with statutory standards for quality, safety and sustainability by considering applications requiring building regulation approval.

Building Safety and Protection Team (Cllr Piara Singh Clair)

This team seeks to protect the public from dangerous structures and demolitions and ensures that vacant and derelict properties are secured from unauthorised access.

Licensing Team (Cllr Sue Waddington (except taxi licensing Cllr Piara Singh Clair))

The Licensing Team work in several key areas including taxis, alcohol and entertainment, gambling, sexual entertainment and on street activity such as street trading, distribution of flyers and charitable collections. A vehicle testing station carries out safety checks on all

taxis and provides MOT's for the public. The overall role of the service is to make pre-licensing checks on suitability and ensure licensing requirements are complied with.

Noise Control Team (Cllr Kirk Master)

The Noise Control Team provide a call out service up until 2 am on four nights each week to deal with disturbance from noise, as well providing advice on licensing and planning applications.

Pollution Control Team (Cllr Kirk Master)

The Pollution Control Team are responsible for monitoring and coordinating action on controlling emissions from industrial processes, petroleum licensing and dealing with contaminated land.

Food Safety Team (Cllr Sue Waddington)

The Food Team are responsible for monitoring food hygiene standards in Leicester food businesses and the safety and nature of food products. There are around 3,000 food establishments in the City.

Public Safety Team (Cllr Sue Waddington)

The Public Safety Team work to protect those working, living or visiting Leicester from incidents that could cause death, injury or economic damage. The Team monitors safety arrangements in sports stadia and public events, working places and explosives/fireworks storage. The team is also responsible for monitoring individuals conducting invasive treatments such as tattooing and compliance with smoke free requirements.

Business Regulation Advice Support and Training Team (Cllr Sue Waddington)

The Business Regulation Support Team helps new and existing local businesses to comply with regulatory requirements relating to the making and supply of goods and services. The team provides and facilitates access to information, advice and staff training. Advice and training are delivered on a chargeable basis.

Trading Standards Team (Cllr Sue Waddington)

The Trading Standards Team work to ensure that local citizens and businesses are not harmed by fraudulent and reckless trading practices. The remit of the team spans the full range of goods and services from food to cars to home maintenance. The team supports an intelligence and financial recovery function.

Head of Community Safety/Community Safety Partnership Manager: Daxa Pancholi
Tel: 0116 4540203

Community Safety Team and Domestic Violence & Sexual Abuse (Cllr Abdul Osman)

Community Safety Officers work with a range of partners (both internal and external to the Council) such as the police, probation service and health to identify local problems and

solutions in relation to community safety. The Team also co-ordinate and lead on work with partners on key Police Operations.

Linked into the team/Neighbourhood and Environmental Services Division is a police inspector, Siobhan Barber who in her role as Strategic Partnership Manager works for the police and Council on shared community safety matters.

The Community Safety team is responsible for ensuring the delivery of programmes such as:-

- the establishment a City-wide street drinking Public Space Protection Order.
- ensuring Council staff are aware and ready to work with the new Anti-Social Behaviour (ASB) legislation.
- promoting and forwarding an alley gating initiative to deal with crime and ASB.
- working with other Council services on issues such as street lighting, CCTV and other target hardening work.

The Domestic Violence Co-ordinator is responsible for establishing and managing an inter-professional City-wide strategy for domestic violence and sexual abuse; commissioning specialist services and facilitating the co-ordination and joint working between key professionals in the City.

Sexual Violence is a relatively new area of work for the team, it brings together areas of work and activity from across the Council; and in partnership identifies those support services that need to be put in place to help raise awareness of the issues and services which will help victims of sexual violence to address this issue.

Leicester Anti-Social Behaviour Unit (LASBU) (Cllr Abdul Osman)

LASBU are responsible for managing persistent high risk Anti-Social Behaviour cases in the City and supporting other teams dealing with ASB. The team works closely with Adult Social Care, Housing, Legal Services, the Police and other partners. The team leads on tenancy action where Council property is used for criminal purposes such as drug cultivation and manufacture.

Standards and Development

Assistant City Mayor: Cllr Kirk Master

Head of Standards and Development: Bob Mullins Tel: 0116 4544921

City Warden Service (Cllr Kirk Master)

The City Wardens help to keep the city clean using education and enforcement to secure improvements in the local environment. They tackle issues such as accumulations of rubbish on private land, littering, fly posting, graffiti, dog fouling, bins left on the street, small scale fly tipping, non-licensed skips, scaffolds and hoardings as well as patrolling their ward and providing a reassuringly friendly face to the public and point of contact to council services.

Enviro-Crime Team (Cllr Kirk Master)

This team seeks to reduce environmental crime by principally tackling persistent fly tippers and those involved in trade waste.

CCTV (Cllr Kirk Master)

This team looks after the City's CCTV service which provides community safety reassurance.

Priorities

Key Priorities in Regulatory, Community Safety and Standards and Development Services include:-

- To ensure an effective and joined up corporate approach to complex high risk Anti-Social Behaviour (ASB) cases in the City.
- To ensure statutorily compliant and effective public protection arrangements in food safety and standards, and particularly in imported foods.
- Plan and commission specialist domestic and sexual abuse services.
- Supporting projects and initiatives to reduce crime and Anti-Social Behaviour.
- To identify and improve substandard rented accommodation particularly used by vulnerable people, including exploring the development of a new local standard, working with tenants and landlords to develop a robust and relevant measure of quality for homes in Leicester.
- To continue to introduce enforcement campaigns to address issues like dog fouling, littering and spitting.
- To tackle/protect local consumers from fraudulent business.
- To support public health initiatives by tackling illicit tobacco supply.
- To ensure spectator safety at Leicester's sports grounds and festivals.
- Extend the City's No Cold Call Zones where residents request and support this.
- To supporting start-up businesses to comply with relevant regulations.
- Enhance the taxi driver knowledge test.
- Increase access to more applications via channel shift.
- Support measures to help tackle Child Sexual Exploitation where relevant to the licensing service.
- Explore new measures to tackle street drinking.

Finance Division

Director: Alison Greenhill

Tel: 454 4001

(a) Web Team

City Mayor: Peter Soulsby

City Lead: Carl Skidmore
Tel: 454 1166

Websites

The web team is responsible for the development and support of the Council's primary externally facing website leicester.gov.uk. The website received 1,224,642 visits in 2015¹ which equates to nearly ten visits per household.

In order to reduce costs and enable us to use the services of local companies, the primary website is now hosted in an Open Source environment. We are migrating other sites including the 'Story of Leicester', disabled children's service, coroners, family information service and safeguarding children's board onto this platform.

Online Customer Relationship Management

In support of the channel shift agenda, the authority procured and implemented a new customer relationship management (CRM) system. The Council's new CRM system went live on 2nd March 2016. The system is much more advanced than the previous system and has a number of areas of functionality. In particular the first two key features to be delivered were the Achieve Service which is the internal module of the CRM system used by Customer Services staff to log customer contact requests and which currently has 102 forms covering 19 of the council's service area, with waste management being the most popular service in terms of enquiries. The second key feature is the MyAccount platform. This is the self-service platform of the CRM product for customers to interact with the Council which went live in October 2016. The portal is accessible at leicester.gov.uk/myaccount or through the link on the corporate homepage of the Council website. Customers can engage with 15 of the council's service areas using the 48 forms that are available. Customers are invited to provide feedback on the form that they have submitted. Feedback is measured in "stars" (1 – 5 stars). The average rating given by customers on My Account is 4 out of 5 stars (3.79). Customers often compliment My Account on its convenience and ease of use.

The very limited functionality of the previous Belfast CRM system mean that there is very little data to inform comparisons between the old and new system in terms of contact and transaction volumes. Going forward we will be better able to track and report on trends over time in the type and nature of customer contact which will support an assessment of the impact we are having in terms of channel shift.

It is noteworthy that an independent assessment of our Web services by SOCITM concluded that Leicester has a low digital exclusion rating. This suggests that customers are more able to access online services and are less likely to be excluded. This is supported by our public access PCs in libraries and the public Wi-Fi service in the city centre, at libraries and leisure centres.

Key Priorities for the Web Team include:-

- Re-tendering Web hosting to reduce costs and improve resilience.
- Improve core Website usability and accessibility.

¹ Data from the SOCIM Better Connected Service 2016

- New improved framework for website commissions to streamline procurement process and improve site standards.
- Improve the development and of e-forms as we pursue the digital channel shift agenda to improve the usability of forms and transaction rates.
- Monitor and manage the security of Web services against a backdrop of increasing malicious cyber-security activity.

(b) Revenues and Customer Support

Assistant Mayor: Councillor Waddington

Head of Service: Caroline Jackson

Tel: 454 2501

The Revenues and Customer Support Service is responsible for the billing and collection of Council Tax for approximately 134,000 households in the City and for the billing and collection of Business Rates. It is also responsible for the assessment and payment of Housing Benefit and Council Tax Reduction, the detection and prevention of benefit fraud and the management of the corporate fraud team.

The service is located in York House, Granby Street and maintains a telephone enquiry line for Customer contact including waste management, parking, electoral registration, Council Tax, business rates and Housing Benefits and Council Tax Reduction to name but a few. Face to face enquiries are dealt with by the Customer Service Centre at the contact centre within York House. From April 2015 the service manages the Advice contract for the City.

Key Priorities include:-

- Maximise the collection of Council Tax and Business Rates to protect Council finances.
- Support people to claim Housing Benefit and Council Tax Reduction.
- Maximise the take up of Housing Benefit, Council Tax Reduction and various Council Tax and business rates discounts and exemptions.
- Support struggling households pay council bills and shortfalls in rent through the effective management of discretionary funds.
- Minimise the opportunity for fraud and detect occurrences.
- Operate a localised Council Tax Reduction scheme and review it in line with funding constraints.
- Oversee the Welfare Law Advice contract for the City ensuring need of the city is appropriately targeted and met with the restraints of the funding portfolio.
- Operate and manage Community Support and the Crisis Fund (previously held by the Department for Works and Pensions) with a prescribed level of funding and review it in line with funding constraints.
- Support corporate objectives to address Child and Family Poverty.
- Work with the Department for Work and Pensions and individuals as Universal Credit is introduced, gradually replacing Housing Benefit.

(c) Customer Services

Customer Services includes the Granby Street Customer Service Centre (CSC) and the Council's telephone call centre, which also manages online and email contact. As far as possible Customer Services aim to resolve enquiries at the first point of contact i.e. without the customer needing to make further contact with the Council. The service handles approximately 70,000 calls per month, 9,000 face to face enquiries and 3500 e mails/eforms.

Key Priorities include:-

- Working with the Transforming Neighbourhood Services review to design a customer service offering in multi service centres.
- Implementing the Digital Access Strategy across the Council.
- Achieving efficiencies through service improvement.

Delivery, Communications and Political Governance Division

(a) Communications and Marketing

Deputy City Mayor: Cllr Rory Palmer

Director: Miranda Cannon
Tel: 454 0102

Team Manager: Rebecca Oakley
Tel: 454 4161

The Communications and Marketing Team provides strategic advice, guidance and support to all areas of the Council. It supports major Council initiatives through the development and delivery of corporate communication and marketing strategies. It is also responsible for developing and overseeing internal communications, including InterFace and the Face all-staff email. The team also has responsibility for providing advice and support to public consultation and engagement exercises including oversight and management of the Council's on-line consultation platform. The design, print, photography and media sales and media buying functions also sit within this team, as does the Community Languages Service which provides translation and interpretation services.

(b) Digital Media

Deputy City Mayor: Cllr Rory Palmer

Director: Miranda Cannon
Tel: 454 0102

Team Manager: David Doherty
Tel: 454 4155

The Digital Media Team is responsible for the development, governance and promotion of the Council's external websites and social media platforms.

The key priorities across communications, marketing and digital media are:-

- To support efforts to achieve savings or increase our revenues
- Support local democracy and community engagement
- Support the City Mayor and Executive in their political leadership role
- Promote Leicester and our role in the city
- Drive more usage of our website and online services
- Make our council business easier to understand
- Help protect the reputation of our organisation
- Encourage behaviour change amongst residents and service users
- Ensure our staff feel well informed and included

(c) Equalities Team

Assistant City Mayor: Cllr Manjula Sood

Director: Miranda Cannon

Tel: 454 0102

Team Manager: Vacant – recruitment underway

Tel: 454 4147

The Equalities Team supports the Council in meeting its statutory equality duties and in delivering its equalities strategy. The team supports divisions and services to look at equality implications and impacts, and how negative impacts may be mitigated against. Specifically the team provide a lot of support in relation to the equality impacts of budget proposals and spending reviews. In addition, working closely with HR they support the employee equality groups within the Council and consider equalities issues related to the Council's workforce as well as administering the Government access to work scheme for disabled staff. The team seek to actively promote national and international days and events with an equalities focus in order to support continued awareness raising across the full range of protected characteristics.

(d) Corporate Voluntary and Community Sector Engagement

Assistant City Mayors: Cllr Manjula Sood and Cllr Abdul Osman

Director: Miranda Cannon

Tel: 454 0102

VCS Engagement Manager: George Ballentyne

Tel: 454 4146

Within the Division there is a Voluntary and Community Sector Engagement Manager post. This role has responsibility for supporting good strategic and day-to-day working relationships between Leicester City Council and the voluntary and community sector and key communities in the City. This role oversees some corporate VCS contracts including the corporate contracts with Voluntary Action Leicestershire which end later in 2017, and

runs the VCS Community Engagement fund. Currently a spending review is underway in relation to future support arrangements for the voluntary and community sector.

5. Financial, Legal and Other Implications

5.1. Financial Implications

There are no financial implications arising directly from this report.

Colin Sharpe, Head of Finance, ext. 37 4081.

5.2 Legal Implications

There are no legal implications concerning the recommendations in this report. Project officers are working with Legal Services when legal advice is sought on projects that deliver the priorities that are described.

Kamal Adatia, City Barrister & Head of Standards, ext. 37 1401.

5.3 Equality implications

This portfolio of services serves all protected characteristics across the City as a whole. The services within this portfolio contribute directly to a number of equality outcomes as set out in the Equality and Human Rights Commission's equality measurement framework:-

- improved standard of living by tackling/addressing issues that affect people's environmental, built environment and socio-economic circumstances;
- promotion of participation, influence and voice through provision for community activities that individuals can engage in;
- promotion of identity, expression and self-respect through provision of community activities and resources for individual use which support these outcomes;
- promotion of individual, family and social life through provision of activities which support these outcomes; and
- improved physical security by tackling/addressing issues that negatively affect individual safety.

If these services were not provided by the Council/local government/government, there would be adverse impacts preventing the achievement of the above equality outcomes, as well as other related equality outcomes: life, health, productive and valued activities (work), and education and learning. The portfolio is truly far reaching in its impact on supporting and promoting community and personal resiliency.

Irene Kszyk, Corporate Equalities Lead, ext. 374147

6. Background Papers – Local Government Act 1972

6.1 No specific papers.

7. Consultations

7.1 Contributions provided by the Directors/ Heads of Service named in this report.

8. Report Authors

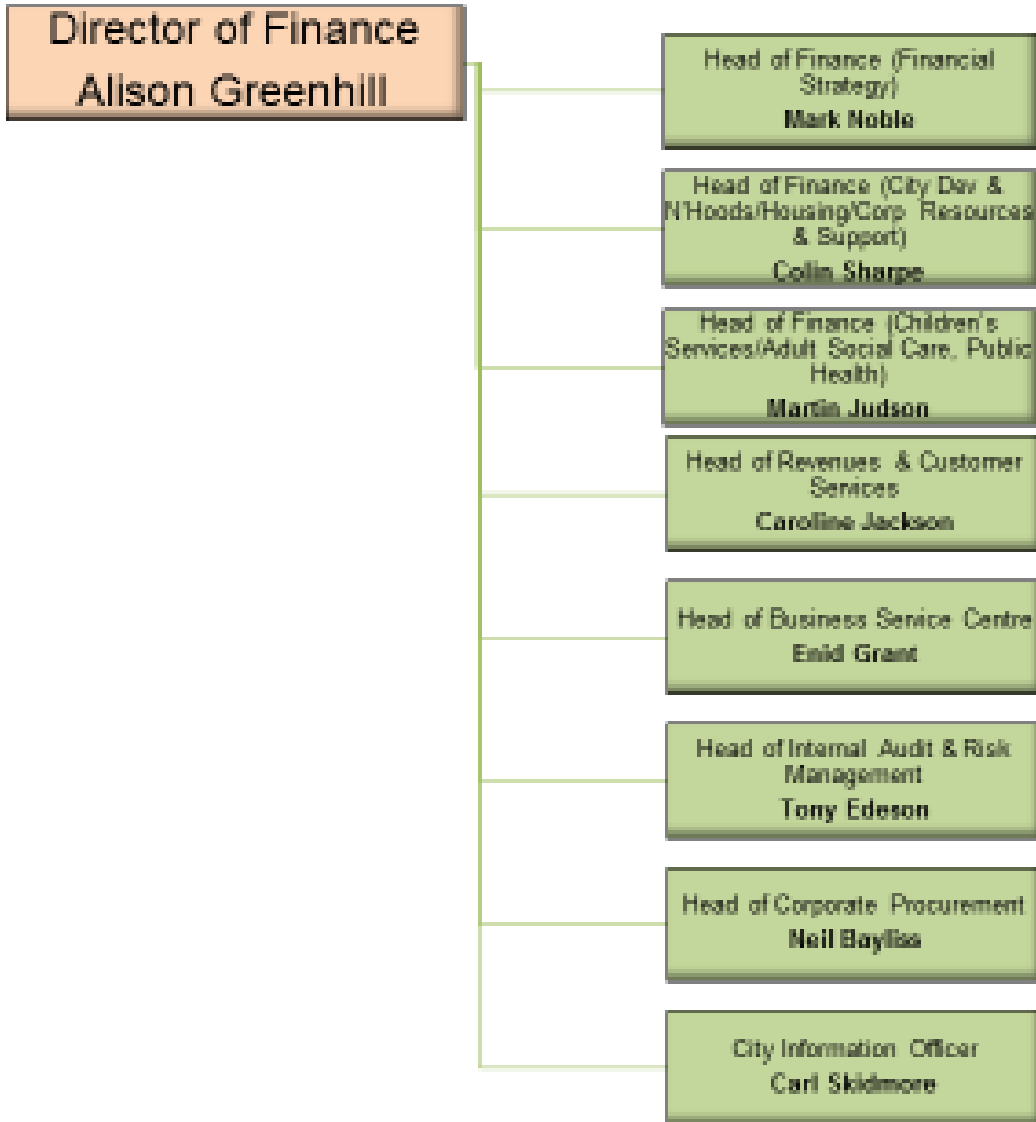
John Leach, Director of Neighbourhood and Environmental Services

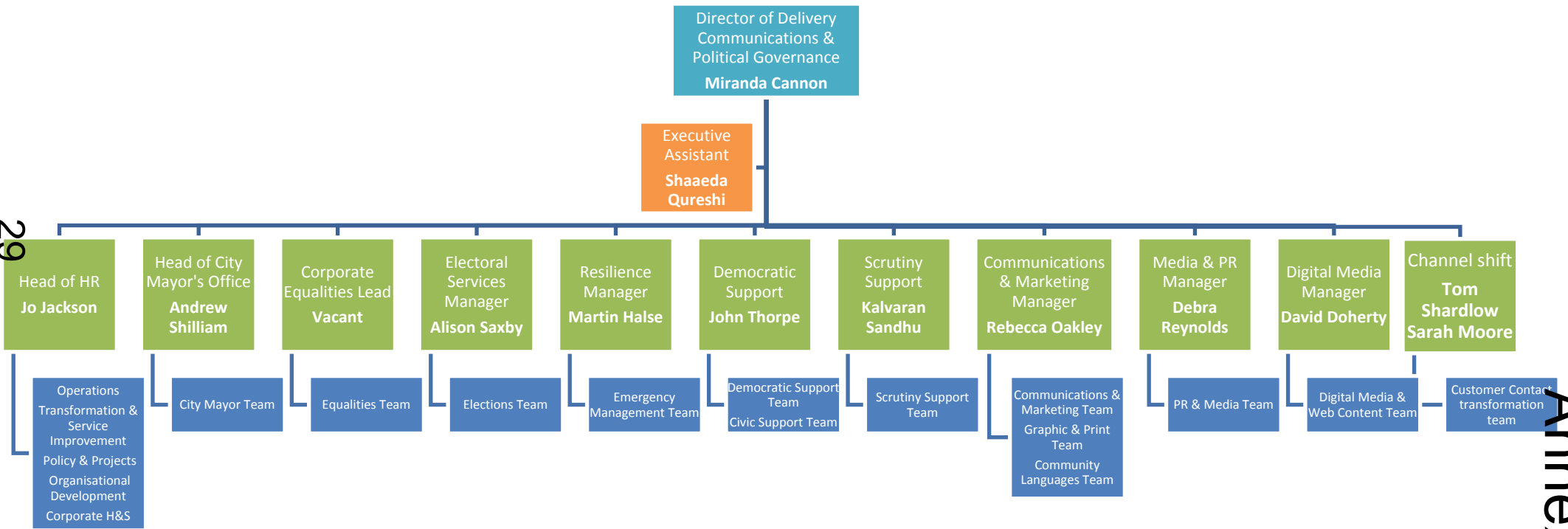
Alison Greenhill, Director of Finance

Miranda Cannon, Director of Delivery, Communications and Political Governance



FINANCE DIVISION





Neighbourhood Services & Community Involvement Scrutiny Commission

Briefing Report

**REGULATION OF LEICESTER'S FOOD BUSINESS
SECTOR**

Lead director: **JOHN LEACH**

Useful information

- Ward(s) affected: **All**
- Report author: **David Howard, David Barclay Rhodes**
- Author contact details: **Tel: 37 3191 Email: dave.howard@leicester.gov.uk**
- Report version number: v0.3
- Date of report: **30 June 2017**

1. Summary

- 1.1 Leicester City is home to large, diverse and vibrant food sector making and supplying food not only to the people of Leicester but also all over the country and the world.
- 1.2 Leicester City Council's regulation and support of the sector is similarly diverse and includes food hygiene, food standards [such things as labelling and composition] and the health and safety of workers and other persons.
- 1.3 This report provides information on:
 - The food sector from a food law regulatory perspective
 - Proposed food law regulatory interventions for 2017/18
 - Case studies illustrating the diversity of our interventions
 - Key issues in the development of the national framework in response to the growth and diversity of the food industry and reducing local authority budgets.

2. Recommendations

- 2.1 The Commission is asked to:
 - a) Note the work undertaken by Leicester City Council's Food Safety Team
 - b) Comment on issues raised.

3. Leicester's Food Sector

- 3.1 Leicester is the largest city in the East Midlands region and the tenth largest in England. The city is a major regional commercial, manufacturing and retail centre located close to the M1 and M69. Although it is known for diversity of its trades rather than for the dominance of any single industry, it has a sizeable food manufacturing sector which includes a number of specialist ethnic food producers and importers.
- 3.2 A number of Leicester's food businesses are of national significance such as Walkers Snack Foods (Pepsico), Walkers Midshires, Samworth Brothers, Fox's Confectionery and Cofresh Snack Foods. The city is also home to a number of smaller specialist food producers.
- 3.3 A small number of food businesses import and distribute foods from third countries outside the EU.

Establishment Type	2012	2013	2014	2015	2016	2017
manufacturers & distributors	73	72	73	73	81	90
importers/exporters	11	11	11	6	6	9
distributors/transporters	81	83	80	77	82	87
retailers	835	868	848	730	773	782
restaurants & caterers	1964	2052	2100	1942	2000	2028
totals	2964	3086	3112	2828	2942	2996

Table: Food sector profile by type of establishment (Source: Local Authority Enforcement Management System – hygiene)

- 1.1 In 2008 there were 2,411 registered food businesses/establishments in Leicester. This rose to a peak of 3,112 registered establishments in 2014. As at 31 May 2017 this figures stands at 3,006. There has been an underlying increase of about 25% in the food sector since 2008.
- 1.2 The leisure sector has increased substantially over the last ten years with more restaurants, fast food outlets, pubs and clubs opening up. This is likely to continue given Leicester's increased attraction as a visitor destination for King Richard III heritage.
- 1.3 Any operator of an establishment making and/or supplying food is required to register with Leicester City Council. This includes establishments such as shops and restaurants, establishments supplying food as part of other services such as hospitals, nursing homes, works canteens, and establishments not usually considered as businesses, such as voluntary organisations and places of worship.

- 1.4 Leicester's food industry has a high number of Asian and other restaurants. Leicester's food businesses are generally small (less than 50 workers) and micro (less than 10 worker) enterprises. Some are run by people for whom English is not their first language. Several languages are spoken by operators and staff including Bengali, Gujarati, Urdu, Chinese and Turkish.
- 1.5 A feature of Leicester's food sector is the high turnover of operators and their establishments, particularly in the restaurants & caterers sub-sector.

	2012	2013	2014	2015	2016	2017
New Business Registrations	529	506	456	527	507	540

Table: New Food Business Registrations in the City

- 1.6 The Leicester Leicestershire Economic Partnership (LLEP) 2014-2020 Strategic Economic Plan views 'food & drink manufacturing' as a sector in which the area has "higher than average concentrations of employment and competitive advantage where the aim is to accelerate existing enterprise growth". 'Food & drink manufacturing' is identified as a Priority Sector for Intervention in the form of business development and support.

2. Standards in the Food Sector

- 4.1 Food hygiene standards are monitored by Leicester City Council using national criteria including the quality of buildings; procedures and operational practices.
- 4.2 Two performance reports are available:

	2011	2012	2013	2014	2015	2016	2017
percentage "broadly compliant"	70.6	71.1	70.4	71.5	79%	82%	84% (88% national)

Table 1: 'Broad compliance' with standards in Leicester (all establishments)

Food Hygiene Rating	2012	2013	2014	2015	2016	2017
5 very good	626	674	784	1008	1157	1337
4 good	280	347	370	472	493	483
3 generally satisfactory	394	414	418	536	575	452
2 improvement necessary	86	119	114	143	141	160
1 major improvement necessary	215	225	225	193	156	127
0 urgent improvement necessary	45	39	24	19	21	8
Totals	1646	1818	1935	2371	2543	2567

Table 2: 'Food Hygiene Rating' in Leicester (those businesses that directly supply the public)

3. The Proposed 2017/18 Intervention Program

5.1 Based on statutory guidelines the inspection programme for 2017/18 consists of:

- 1383 food businesses to be inspected
- 9 Approved Establishments to be inspected
- 520 new food businesses/establishments are forecast to be registered and which will require support and inspection

5.2 75 food businesses/establishments have been carried over from the 2016/17 inspection program. Carry over is for a variety of reasons for example access issues e.g. refurbishment and Seasonal operation e.g. sports clubs. These businesses carried over are a priority for inspection in 2017/18

5.3 Proposed Compliance Projects 2017/18

The following compliance projects are proposed:

5.3.1 Engage food businesses and service users through social/digital media

The FST wish to utilise social and digital media to

- Promote food safety/standards in Leicester
- Provide news on current local and national issues
- Promote FSA media events/launches
- Promote good practice
- Provide advice.

5.3.2 Explore the introduction of cost recovery for FHRS re-rating visits

To investigate the potential for cost recovery in relation to re-rating inspections.

5.3.3 Promotion of 5 Rated Establishments

Introduce an additional level of recognition for Food Establishments that routinely achieve a FHR of 5

5.3.4 Allergens

Investigate take away food with regard to substitution with peanuts for other ingredients such as almonds, and peanut contamination. This would involve a desktop review of establishment menus, placing an order for a peanut free meal and then sending that meal to the Public Analyst.

Investigate the allergen controls in small Leicester manufacturers in relation to substitution with peanuts for other ingredients such as almonds and peanut contamination.

5.3.5 Sweet Marts

Planned sampling exercise to examine the microbiological safety of sweet mart

products. Sampling would be an alternative to inspection or compliment where officers have specific concerns

5.3.6 Illicit Alcohol – Bars/nightclubs

Joint project with the Licensing Team with a focus on authenticity of alcohol in late night bars and clubs

5.3.7 Upgrade LCC 's Food related web content

Review and redesign web content to support and appropriately signpost service users.

5.3.8 Review of Halal Certification assurance

An initial information retrieval exercise on Halal Certification in Leicester City was carried out in March 2017. The Food Safety Team will review the national and local intelligence and information to identify any significant issues arising.

5.3.9 GM Foods

Desk top review of permitted GM foods – thought to be only one – GM oil which is already covered on inspection.

4. Supporting Information – Leicester City Council as Food Regulator

4.1 Leicester City Council's regulatory aims, based on its statutory powers and duties, are:

- Prevent ill-health and death arising from food poisoning
- Ensure that retailers and caterers supply good quality food
- Prevent and detect fraud in the production and description of food
- Assist Leicester's food businesses to comply with food law.

4.2 In undertaking its regulatory activities Leicester City Council is obliged to do so in a way which supports business growth [see Regulators' Code 2014].

4.3 Leicester City Council is a unitary authority and has responsibility for:

- food hygiene (traceability of supplies, management and production procedures, hygienic practices, building structures)
- food standards (labelling and ingredients, composition, product 'dates')
- feed (labelling of pet food, registration of businesses diverting surplus food into animal feed, handling procedures)
- weights & measures (accuracy of weighing/dispensing machines; weight/volume statements)

4.4 The organisational arrangements are as follows:

- Food Safety Team – deals with regulation of food hygiene, food standards and feed. Leicestershire County Council are commissioned to deliver Feed

interventions. To provide business advice (e.g. allergens, documented procedures)

- Trading Standards – food related fraud investigations and deliver any Weights & Measures services required.
- Public Safety Team – Leads on outbreak management and on health and safety enforcement in food premises

4.5 A variety of interventions are used in order to monitor and improve compliance with food law by food businesses in the City. This range includes inspections, sampling for analysis and examination, education and advice and the investigation of complaints.

4.6 Intervention programmes take due regard of the Food Law Code of Practice, March 2017. Risk assessment schemes are used to reflect levels of compliance and determine intervention frequency. There is a separate risk scheme for food hygiene and for food standards.

4.7 The following regulatory activity was reported for 2016/2017:

Food Safety Team Activity and Actions

Advice Visits	Inspections (Hygiene)	Inspections (Standards)	Compliance Verification	Sampling	Intelligence /Info Gathering	FHRS Re-ratings
292(211)	1815(1474)	698(702)	1433(1456)	95(153)	79(73)	128(150)

Voluntary Closures	Seizure, Detention & Surrender	Suspension/ Revocation of Approval	Emergency Prohibition Notice	Improvement Notice	Remedial Action & Detention Notice	Written Warning	Simple Caution	Prosecution initiated
10(5)	5	2(0)	2(10)	60(58)	0(4)	1707 (1221)	5(12)	0(3)

Numbers in brackets are values for 2015/2016

5. Supporting Information – Food Regulation Improvement plan

5.1 In May 2014 The Food Standards Agency undertook an audit of Leicester’s food function and an Improvement Action Plan was agreed with Leicester City Council.

5.2 The Improvement Plan was ‘signed off’ as completed by the Food Standards Agency in December 2015 following revisits by the auditors and the provision of documented procedures and performance reports.

5.3 The implementation of the Improvement Plan ensured the Food Safety Team complied with Statutory Food Law requirements and could maintain a Food Safety Intervention program that meets the needs of Leicester City.

5.4 The continued commitment of resources and other measures taken enabled the Food Safety Team to complete the 2016/17 Intervention Programme whilst also maintaining flexibility to tackle high priority incidents (e.g. food poisoning outbreaks, emergency closure, seizure of unsafe food and investigations) that occur and require a un planned regulatory response

5.5 Since the Food Standards Agency Audit and following the implementation of the

recommendations including resourcing commitments we have seen the level of broad compliance rise across food businesses in the city from 71.5% to 84%

6. Supporting Information – Case Studies

Supporting an Approved Establishment.

A food business requires 'Approval' from its home local authority if it handles food of animal origin such as meat, fish or dairy and then supplies other food businesses. These Approved Establishments pose a higher risk in the supply chain and demand a closer level of attention than other food businesses. There are currently 22 Approved establishments in the city.

Life With Taste is a business that started from very humble beginnings in the city and has since grown substantially. This business Started from a small kitchen on Northampton Street 6 years ago. Unaware of the legal requirements for Approval and was producing food illegally and was required to stop until compliant. The company has since, with the Food Team Support, continued to grow. In 2016/17 the business moved from a small unit on Lee Circle to a much larger converted unit on Barkby Road. The Approval process was complicated due to the logistics of the move. However the company has successful been re approved in their new location and continue to provide Traditional Polish Foods regionally and nationally.

Tacking FHRS low scores - 0s and 1s

Over the past two years resources have been dedicated to providing advice and support to operators of new food business establishments before those establishments start operating. This has generally taken the form of a site visit and where operators have heeded the advice and support provided, has led to higher food hygiene ratings, greater confidence in the operators' continued compliance with food law, and a contribution to there being fewer 0 and 1 rated establishments in the city. When they revisit poor establishments to check for improved compliance with food law, officers have also been re-rating under the FHRS [normally an operator is required to request a re-rating in writing].

Taken together these measures have contributed to reducing the number of 0 rated establishments in the city from about* 30 two years ago and about* 20 a year ago to 11 now.

*numbers fluctuate

Prohibition of a Food Business Operator

Boston Chicken and Pizza is a typical hot food takeaway. The establishment had a long history of fluctuating compliance. Standards were typically poor on inspection however some improvements would be made. However in 2015 the FBO was served with improvement notices for structural matters including repairs to the floors and lack of hot water to a wash hand basin. At a subsequent visit these issues had not been fully addresses and the inspecting officer identified other serious and repeated food hygiene offences. The FBO was prosecuted and although the fine due to his circumstances was nominal LCC made a request that the court consider prohibition as a food business operator. This was successful and a first for the Food Safety Team.

Illegal Imports

Mega Oriental is a small retailer specialising in Chinese food and produce. Following an anonymous complaint regarding concern that there was illegal food the shop was inspected. The inspecting officer identified a large quantity of meat and fish products from China with no traceability information and no evidence that they had been legally imported. The food was seized and taken away for destruction.

Food Information and Nutrition

On 13th December 2016 NEW rules on nutrition declarations came into force – required for most prepacked foods.

The project focussed on smaller Leicester based food manufacturers with an aim to:

- Ensure they were aware of the nutritional labelling requirements
- Offer advice and guidance where needed
- Identify compliance issues for potential follow up
- In addition potential weights and measures issues were also checked.
-

52 small manufactures were contacted by letter advising of the new

nutritional requirements and offered a support visit to look at the requirements in relation to their products and to gauge compliance. An officer from the Business Advice and Support Team provided the lead supported by Food Safety Team Officers.

Overall most businesses were on the way to correct nutritional labelling. Some required further advice and this was offered at the time.

Some significant weights and measures issues were identified. Again businesses were advised and dealt with at the time to seek compliance. There remains some follow up work to this project.

Investigating a Food Fraud

During 2013/2014 officers took over 100 samples of meat from butchers' shops and of meat based meals from various types of catering establishments.

Some of the results of this sampling led to a substantial and complex investigation which involved colleagues in Trading Standards and other local authorities and culminated in a trial in the Crown Court of four defendants on charges including fraud. Widespread substitution of lamb [an expensive meat which should have been Halal] for Turkey [a cheaper meat which might not have been Halal] was uncovered.

Two of the four defendants were found guilty of fraud and Food Safety Act offences and were both imprisoned for five years. The other two defendants were found not guilty.

Withdrawal of Approval

Following an inspection at Eastern Catering Burleys Way on February 23 2017 and further checks on March 07 2017, non compliance with food law was identified which being of such a nature and taking into account the past record of the operator, led to a to the immediate withdrawal of the operator's approval to place certain animal based food on the market in the UK and across the rest of the EU.

This was the first time in Leicester that this sanction had been used. Eastern Catering is a food business involved in food manufacture and event catering. A case is being prepared for Legal Services, recommending prosecution for non compliance leading up to withdrawal of approval.

An Emergency closure

A routine inspection of a grocers shop on Abbey Street in December 2016 by the Food Safety Team revealed evidence of mice and constituted imminent risk of injury to health.

The officer served a Hygiene Emergency Prohibition Notice to prohibit the use of the establishment for any food business immediately, and set out in writing what the operator had to do in order to remove the imminent risk condition. The officer and a support officer took photographs, drew a plan, checked records and wrote witness statements

Three days later an application was made by the council in the Magistrates Court for A Hygiene Emergency Prohibition Order. At this hearing the court considered and confirmed that the imminent risk condition existed at the time the notice was served, and also continued the prohibition by issuing a Hygiene Emergency Prohibition Order.

7. Regulating Our Future (ROF)- change in the national regulatory framework

- 7.1 As part of its duties under the Food Standards Act 1999, and in accordance with the requirements of Regulation (EC) No 882/2004 on official feed and food controls, the Food Standards Agency is responsible for monitoring and reporting the performance of local authorities in enforcing relevant food safety legislation.
- 7.2 The ROF program is the FSA's strategic plan that will build an effective proportionate and robust system for ensuring businesses meet their responsibility to produce food that is safe and what it says it is.
- 7.3 ROF was launched in Feb 2016 and aims to implement a new sustainable approach to regulation that leverages business behaviour changes to deliver consumer benefits.
- 7.4 The drive for a new delivery model is the rapidly changing world in which we operate and its consequences for food safety and standards. The model aims to be dynamic to keep pace with innovation in the food sector and flexible to allow adaptation to future circumstances including Brexit.
- 7.5 The FSA aim to have the new model in place by 2020.
- 7.6 At present model delivery details are very broad. Key FSA work streams are:

Enhanced Registration – Ensuring food businesses are the best they can be from the day they start. Proposals are to introduce a centrally held register of all food businesses utilising shared data from other regulatory bodies to ensure all

food businesses are captured and therefore subject to regulation. Incentives for businesses who proactively register and sanctions for those who do not. Emphasis on support/advice to steer at an early stage towards compliance. LCC FST already provide advice and support service to new businesses and support this approach.

Segmentation – moving away from a ‘one size fits all approach’. The Frequency and nature of interventions will remain risk based. The proposal is to introduce an early risk approach to ‘segment’ businesses and determine the level of intervention required.

At first point of contact with a new business the regulatory regime segments food establishments based on the businesses activities. Resources to be focussed on critical risk areas.

The current risk assessment following intervention is to be evolved to consider all available compliance information (third party audits, recognition of continued compliance) when setting next intervention dates.

Assurance and Standards – ‘Developing and implementing robust, credible and deliverable arrangements’. ROF has particular regard to the Cabinet Office Report January 2017 Regulatory Futures Review that focuses on these key themes:

- The future of regulation
- Regulated self assurance and earned recognition
- Charging for regulation
- Collaboration between regulators and
- Burdens on regulators

The broad ROF proposals are:

- to provide for businesses that already use third party assurance to share that information with Local Authorities and the FSA to demonstrate compliance as an alternative to routine inspection
- To ensure that businesses pay for the cost of regulation and poor compliance will cost more.
- To enhance the Primary Authority (PA) partnership regime to look at opportunities to provide wider assurance on compliance throughout national, regional, local business chains that are have a PA arrangement.
- To ensure that any scheme of third part assurance is centrally overseen by the FSA and can demonstrate competence and impartiality to ensure credibility particularly with consumers.

Data and Digital Technology – It’s recognised that data is a critical resource that will help deliver a more efficient and effective service. Better information and information sharing between regulators is being explored

Sustainable Funding – Research is underway to consider who should bear the cost of regulation and work is underway to understand the approaches to charging for other regulatory activities in the UK.

The FSA have already opened the door to this principle and been operating trials with LA's regarding cost recovery based charging for FHRS Re-rating inspections. The Trials have been successful in that authorities have implemented the charging and the principle is encouraged by the FSA. LCC FST are exploring this principle as part of the 2017/18 Service Plan

- 7.7 The UK food regulation system is highly complex. At present it is unclear what the final model will be and thus what will be the impact on Leicester City Council. The FSA have stated that Local Authority Food Enforcement will remain at the heart of the regulatory arrangements.

8. Details of Scrutiny

- 8.1 Neighbourhood Services & Community Involvement Scrutiny Commission, 12 July 2017.
- 8.2 Scrutiny Comments to be inserted...

9. Financial, Legal and Other implications

Financial implications

None

Colin Sharpe
Head of Finance
Ext 37 4081

Legal implications

The local authority is required to comply with all of its obligations concerning food regulation as set out in the Food Law Code of Practice, the contents of this report do not present any new legal obligations, however the increased number of officers within the Food Safety Team undertaking a higher volume of inspections will inevitably result in an increase in matters being referred to Legal Services for advice, training and prosecution.

Climate Change and Carbon Reduction implications

Delivery of the services described in the report will generate some carbon emissions from the travel involved. Carbon emissions from travel undertaken by staff across the council are managed through a policy of asking staff to consider options for using sustainable travel options, where this is feasible and will not negatively affect the effectiveness and efficiency of service delivery.

Duncan Bell
Senior Environmental Consultant
Ext. 37 2249

9. Background information and other papers:

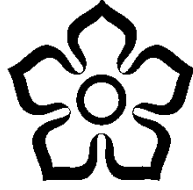
None.

10. Summary of appendices:

Appendix A – Food Service Plan 2017/18

11. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?

No.



Leicester City Council
Service Plan for Food Law Regulation
2017/2018

Date: June 2017

Version: Draft v0.5

Owner: Dave Howard, Manager Food Safety
David Barclay Rhodes, Manager Food Safety
Roman Leszczyszyn, Head of Regulatory Service

1.0 Introduction

The plan is based on the Food Standards Agency's Framework Agreement on Official Feed and Food Controls of April 2010.

1.1 Purpose of this plan

This Service Plan outlines how Leicester City Council intends to fulfill its obligations as a food and feed authority. It also demonstrates how the work of the Food Safety Team links into the council's overall vision and aims for Leicester City

1.2 Aims and objectives

Leicester City Council aims to:

- Prevent ill-health and death arising from food poisoning
- Ensure that retailers and caterers supply good quality food
- Prevent and detect fraud in the production and description of food
- Assist Leicester's food businesses to comply with food law.

2.0 Leicester City's Food & Drink Sector

2.1 Profile of Leicester City

Leicester is the largest city in the East Midlands region and the tenth largest in England. The city is a major regional commercial, manufacturing and retail centre located close to the M1 and M69. Although it is known for diversity of its trades rather than for the dominance of any single industry, it has a sizeable food manufacturing sector which includes a number of specialist ethnic food producers and importers.

The population of the city is 329,900 (2011 Census) - a rise of 47,000 since 2001. According to the ONS Leicester has the smallest proportion of people aged 65 and over in the East Midlands with almost 36,300 - 11%. It has the largest proportion of people aged 19 and under, with about 89,000 (27%), and under-fives about 23,000, (7%) of Leicester's total population. 45% of residents identify themselves as white British, 28.3% identify themselves as British Indians.

There are two universities and the city also has a large student population.

2.2 Food & Drink in Leicester Economy

The Leicester Leicestershire Economic Partnership (LLEP) 2014-2020 Strategic Economic Plan views 'food & drink manufacturing' as sector in which the area has "higher than average concentrations of employment and competitive advantage where the aim is to accelerate existing enterprise growth". 'Food & drink manufacturing' is identified as a Priority Sector for Intervention in the form of business development and support.

In November 2014 Leicester Food Park opened its gates. The park was funded by Leicester City Council and the European Regional Development Fund (ERDF) 2007 - 2013 programme. The Food Park is managed by East Midlands Chamber icon working in partnership with The Food & Drink Forum. It provides high quality food manufacturing space with purpose-built units, enabling new and innovative food businesses to start up and grow as well as providing established food businesses with grow on space for their expanding businesses. At the heart of the food park community is a Business Support Centre and Management Hub. The Chamber and the Forum maintain an onsite presence and manages the park support services.

A feature of Leicester's food industry is its high number of Asian and restaurants. Leicester's food businesses are generally small (less than 50 workers) and micro (less than 10 worker) enterprises. Some are run by people for whom English is not their first language. Establishments in existence for a short time are also characterized by poor compliance with food law and higher levels of enforcement actions. Several languages are spoken by proprietors and staff including Bengali, Gujarati, Urdu, Chinese and Turkish.

A number of Leicester's food businesses are of national significance such as Walkers Snack Foods (Pepsico), Walkers Midshires, Samworth Brothers, Fox's Confectionery and Cofresh Snack Foods. The city is also home to a number of smaller specialist food producers.

The leisure sector has increased substantially over the last ten years with more restaurants, fast food outlets, pubs and clubs opening up. This is likely to continue given Leicester's increased attraction as a visitor destination for King Richard III heritage.

A small number of food businesses import and distribute foods from third countries outside the EU.

2.3 The Register of Food Businesses

The total number of food establishments in the city continues to grow, a reflection on the appeal of Leicester being a good place to trade. The table below suggests a 'peak' in 2014, however following a review of our database and after data cleansing the total number was brought back in line with the steady trend of an overall annual increase.

Appendix 1 is a table of performance data from the annual Food Standards Agency return for comparable Cities to Leicester

FSA Reported Food Establishments	2010	2011	2012	2013	2014	2015	2016	2017
Leicester	2753	2871	2964	3086	3112	2828	2942 ¹	2996 ²
Nottingham	2757	2741	2697	2787	2908	2977	3083	
Derby	1895	2017	2129	2169	2143	2014	1996	
Birmingham					7596	7504	8071	
Haringey					1957	2077	2123	
Hackney					2471	2535	2954	

Table: Registered Food Establishments in Leicester

	2012	2013	2014	2015	2016	2017
New Business Registrations	529	506	456	527	507	540

Table: New Food Business Registrations in the City

The table above shows the volatility of Leicester's food business sector. The take-away sector, in particular, is characterised by a high turnover rate. Within the total number of establishments at any time, there are many which will be in existence for a short time, sometimes not even one year.

New Registrations continue form a significant part of the Food Safety Team work both from a need to support/encourage new businesses and identification of those who are less compliant and require enforcement

2.4 Food & Drink Sector Profile

On 1 April 2017 Leicester City Council has records on 2996 food establishments in the city of which 20 are premises approved under EC Regulation 853 2004 by Leicester City Council to process meat, fish, egg and dairy products.

The table below show the profile of food establishments by type

Establishment Type	2012	2013	2014	2015	2016	2017
manufacturers & distributors	73	72	73	73	81	90
importers/exporters	11	11	11	6	6	9

¹ This includes 39 registered food businesses which have not started operating.

² This includes 24 registered food businesses which have not started operating.

distributors/transporters	81	83	80	77	82	87
retailers	835	868	848	730	773	782
restaurants & caterers	1964	2052	2100	1942	2000	2028
totals	2964	3086	3112	2828	2942	2996

Table: Food sector profile by type of establishment (Source: Local Authority Enforcement Management System – hygiene)

2.5 Food Hygiene Ratings in Leicester

The Food Hygiene Rating Scheme helps the public choose where to eat out or shop for food by giving information about the hygiene standards in restaurants, pubs, cafés, takeaways, hotels and other places serving food, as well as supermarkets and other food shops. Following inspection food establishments within the scheme are awarded a Food Hygiene Rating of 0 to 5. The ratings are published online and establishments are encouraged to display the rating in a prominent position.

As of 1 April 2017 of the 2996 registered food establishments 2576 are eligible and have been rated under the scheme.

The table below shows the distribution in ratings.

Food Hygiene Rating	2012	2013	2014	2015	2016	2017
5 very good	626	674	784	1008	1157	1337
4 good	280	347	370	472	493	483
3 generally satisfactory	394	414	418	536	575	452
2 improvement necessary	86	119	114	143	141	160
1 major improvement necessary	215	225	225	193	156	127
0 urgent improvement necessary	45	39	24	19	21	8
Totals	1646	1818	1935	2371	2543	2567

Table: Food sector profile by food hygiene ratings (Source: FHRS Local Authority Portal)

2.6 Broad compliance in Leicester

Broad compliance is a general indicator of the overall compliance/non compliance distribution. Food establishments that do not require any enforcement related follow up to an inspection are Broadly Compliant. Broad compliance is measured from the risk score awarded to a food establishment following inspection.

The Food Safety Team has over the previous 2 years focussed on support work for new establishments and swift enforcement actions for non-compliant establishments. Broad Compliance has shown significant improvement. This focus on new business support and prompt enforcement where appropriate will continue.

	2011	2012	2013	2014	2015	2016	2017
percentage “broadly compliant”	70.6	71.1	70.4	71.5	79%	82%	84% (88% national)

Table: Broad compliance time series

2.7 Food Hygiene Risk Profile of Leicester’s Food Sector

Following inspection Food Establishments are ‘Risk’ scored to reflect the types of food activity carried out, scale, scope and current standards of hygiene. This risk score is used to prioritise the annual inspection program. Category A are the highest risk and Category E the lowest risk.

The table below shows the profile of food establishments by risk category

Category	2012	2013	2014	2015	2016	2017
category A [next inspection 6 months]	49	43	52	33	35	27
category B [next inspection 1 year]	292	273	275	313	258	261
category C [next inspection 18 months]	1334	1417	1424	866 ³	868	811
category D [next inspection 2 years]	398	414	423	1004	1116	1121
category E	553	569	569	536	580	681
unrated [yet to be inspected]	338	370	369	76	85	95
Totals	2964	3086	3112	2828	2942	2996

Table: Food sector profile by category of establishment (Source: Local Authority Enforcement Management System –hygiene)

3.0 Leicester City Food Enforcement Function

3.1 Scope of Leicester City Council’s enforcement responsibilities

Leicester City Council is a unitary authority and has responsibility for enforcement of food hygiene, food standards and feed law.

The Team follow these key principles in our enforcement role

- Intelligence led regulatory interventions
- Food Crime – Ensure that member of the Food Safety Team are aware of the key food crime issues and understand the national and regional arrangements in place to respond to issues. [NB. Specific reference to the FSA’s Food Crime Annual Strategic Assessment – A 2016 Baseline].

³ In 2014 there was a CoP change to risk scoring. A significant number of C rated businesses changed to the D category and the scheduled next intervention dates put back by 6 months. This changed the intervention programme for 2014/15.

- Regulators Code – Ensure Food Safety Team are aware of and operate to the Regulators Code. Implement Self Audit and ensure compliance

3.2 Food Sector Interventions

A variety of interventions are used in order to monitor and improve compliance with food law by food businesses in the City. This range includes inspections, partial inspections, self-assessment questionnaires, sampling for analysis and examination, education and advice and the investigation of complaints. The Intervention programmes take due regard of the Food Law Code of Practice, March 2017.

All food establishments require inspection for both Food Hygiene and Food Standards legal requirements. The inspection frequency is determined by the levels of risk and compliance found at the previous inspection. There is a separate risk scheme for Food Hygiene and one for Food Standards.

Low risk compliant food establishments are inspected for both hygiene and standards at the same intervention.

A separate parallel Food Standards inspection regime is in place for food businesses that are high risk/complex and require a focussed standards inspection separate and independent to the hygiene intervention.

3.3 Enforcement policy

The Council's regulatory services have a published General Enforcement Policy. This policy reflects the statutory regulatory principles set out in section 21 of the Legislative and Regulatory Reform Act 2006, the Regulators Code 2014.

The Food Safety Team have set out for service users 'What you can expect' From the Food Safety Team in line with the principle and requirements of the Regulators Code 2014.

The General Enforcement Policy was published in February 2015.

Leicester City Council has a published Prosecution Policy.

3.4 Organisational scope and management structure

Leicester City Council has a City Mayor, Sir Peter Soulsby. Executive oversight of the food enforcement function is undertaken by Assistant City Mayor Councillor Sue Waddington.

The officer hierarchy within which food and feed law enforcement sits is:

Chief Operating Officer	Andy Keeling
Strategic Director City Development & Neighbourhoods	Phil Coyne from 14 November 2016
Director of Local Services and Enforcement	John Leach
Head of Business Regulation	Roman Leszczyszyn
Food Safety Team Manager/Lead Officer	David Barclay Rhodes
Food Safety Team Manager/Lead Officer	Dave Howard

David Barclay Rhodes and Dave Howard have, in line with the Food Law Code of Practice March 2017, Lead Officer responsibility for food hygiene, food standards and feedstuffs.

3.5 Provision of specialist services

Nine public analysts and one agricultural analyst all working for Public Analyst Scientific Services are appointed.

The services of two food examiners at Public Health England's food and environmental laboratory in Birmingham are used.

The modest amount of feed law enforcement in the City is undertaken by officers from Leicestershire County Council's Trading Standards Service

Our reliance on availability of external specialist resource noted. TSEM County Authority Partners have demonstrated commitment to working flexibly and delivering regulatory functions across the region. This commitment may be weakened by impending spending reviews. Feed Governance Group has announced plans to increase central funding for 'regional feed leads' and 'coordination'; a competency review of feed officers.

3.6 Public and business access to support

The FST are supporting the Leicester City Council 'digital by default' key principle for public and business access.

We are well along the line in terms of channel shift and have developed in conjunction with 'My Account' an LCC online reporting facility for service user wishing to report food safety or food standards issues.

The FST website content is this year being reviewed and revised to ensure it signposts service users appropriately and efficiently and provides useful and helpful content.

Food establishments are encouraged to contact their inspecting officers for queries and advice. To facilitate this all FST officer are provided with smart phones which allow them to be a first point of contact for all their food establishments.

At present the traditional contact methods remain and LCC has a point of single contact for all enquiries from members of the public. The telephone service lines, 0116 454 1000, are open 08.00 to 18.00 Monday to Friday, or by email at customer.services@leicester.gov.uk.

Members of the public can report issues in person to main Customer Service Centre in the city centre or one of the satellite offices.

Members of the public can also report complaints and obtain advice on all consumer issues including food standards and food safety matters to Citizens Advice (formerly Consumer Direct) on 0345 404 0506.

3.7 Liaison with other organisations

Leicester City Council is represented on the following groups:

National Food Liaison Focus Group (NFLFG) which meets food times a year. FST Manager Dave Howard is the East Midland Representative for the group.

Leicestershire Food Liaison Group (LFLG), which meets 4 times a year. FST Manager Dave Howard is Chair of the LFLG. This is a local coordination and best practice group with representatives from

Trading Standards and Environmental Health at Leicester City Council, Rutland Council, Leicestershire County Council, the six district councils within the county, the Leicestershire Pathology Service of the University Hospitals of Leicester NHS Trust, the Birmingham HPA Food, Water and Environmental laboratory and the FSA regional coordinator.

Trading Standards East Midlands (TSEM) Food and Agriculture Group made up of the eight regional trading standards authorities, the FSA regional coordinator and the public analysts serving those authorities. One member of this group represents TSEM on the corresponding LGRegulation (ex-LACORS) group.

CIEH Best Practice Food Group meets quarterly. This is a Leicestershire and Rutland group comprising of the unitary and district councils.

3.8 Estimated Core Team Resource Requirement in 2017/18 (FTE) and Staff Allocation

Ref	Work Area/Initiative	FTE Req't	Business case
1a	Food hygiene and food standards inspections of food business establishments scheduled for year	6.0	This is a statutory obligation on the council. Inspection categories are in accordance with the Food Law Code of Practice and are risk-based; priority is given to inspecting the higher risk categories establishments.
1b	Food hygiene and food standards inspections of food business establishments overdue from previous programmes	0.1	Reduced requirement
2a	Inspections of food business establishments for the first time.	0.5	This is also a statutory obligation on the council. The Food Law Code of practice requires inspection within 28 days after registration.
2b	Inspections of food business establishments for the first time overdue from previous years	0.1	Reduced requirement
3	food sampling for microbiological examination	0.4	Increased on period 2008/2009 to 2014/2015
4	Food sampling for chemical analysis/composition [e.g. DNA]	0.4	Continuation of response to substitution and contamination threat
5	Complaints about food and food establishments	0.4	Based on period 2008/2009 to 2014/2015
6	Incidents and outbreaks	0.4	Based on period 2008/2009 to 2014/2015
7	Emergency prohibitions [temporary closure due to imminent risk of injury to health]	0.3	Increased
8	Improvement notices	0.1	
9	Prosecutions and simple cautions	0.5	Increase to take into account more robust enforcement stances
10	Specialist advice and support for regulatory projects	1.0	e.g. new business start-ups, food safety procedures, new law such as Food Information Regulation, export certificates, decreasing numbers of 0s, 1s, 2s food hygiene ratings
11	Management	1.5	increased to take into account monitoring requirements and increased regulatory project work
12	Administration	0.5	
	Total Requirement	12.2	
	Total FTE Resource Available	12.2	
	Resource Shortfall	0.0	

3.9 Proposed Resourcing Strategy

The resourcing estimate consists of frontline officer resource, administration and management. To maintain resourcing at adequate levels management has the following strategy:

- (1) The Management and oversight resource for the Food Safety Team has been increased by an additional 0.5 FTE This has been achieved by increasing the job share commitment to 1 FTE and 1 0.5 FTE Food Safety Team Manager.
- (2) Where possible, student food officers and EHOs will be used to undertake planned 'low risk' projects not requiring professional qualification/authorisation.

3.10 Staff Competency and Training for 2017/18

In line with the Food Law Code of Practice March 2017, all Food Officers must be suitably qualified and competent to undertake food law work. All officers have completed a baseline competency assessment and are subject to a rolling annual assessment:

Food Safety Team Competency Assessment:

- FST Officers must maintain and provide at the end of each year a record of key experiences and actions that provide evidence of their competency. This is assessed by the FST Manager
- FST Officers are subject to at least 1 FST Manager accompanied inspection where their interaction with food establishments can be assessed first hand.
- FST officer have monthly 1 2 1 meetings with the FST manger to discuss work allocation, ongoing cases and review actions taken.

Food Safety Team Training:

Due to the FSA withdrawing supported Food Training for 2017/18 while it reviews its strategy for LA support the FST have had to explore training provision to meet the Food Law Code of Practice Competency and Training requirements for Food Officers:

- All officers have for this year been subscribed to an online training provider and have access to a wide range of food related learning opportunities covering both Food Hygiene and Food Standards. The subscription covers 2 training years.
- Ad hoc training as courses become available to meet needs of individual officers identified through the competency assessments.

3.11 Financial allocation 2017/18

*Figures Pending completion of Spending Review

Food Safety Team (20201) 2017/18		2016/17
Contracted Spinal Local Government Staff	*	342,500
National Insurance Local Government Staff	*	36,500
Superannuation Local Government Staff	*	57,600
Employee Related Insurance	*	6,800
Employee Training	*	600
Employee Costs	*	444,000
Car Travel Allowance	*	400
Equipment Purchase	*	200
Furniture Purchase	*	300
Printed & Electronic Media	*	200
Clothing, Footwear & Laundry	*	200
Stationery & Office Supplies	*	300
Printing & Copying	*	300
Photographic Supplies	*	200
IT Hardware	*	0
Repairs & Maintenance IT Hardware	*	0
Communications Equipment Purchase	*	0
Subsistence Expenses	*	200
Car Parks	*	0
Controllable Running Costs	*	2,300
Expenditure	*	446,300
Legal Income Incl Costs Awarded	*	(11,800)
Income	*	(11,800)
	*	434,500

4.0 Service delivery for 2017/2018

4.1 Food safety intervention programme

The annual intervention programme is governed by the Food Standards Agency intervention rating scheme. Inspectional activity takes up the substantial proportion of the Food Safety Team resource.

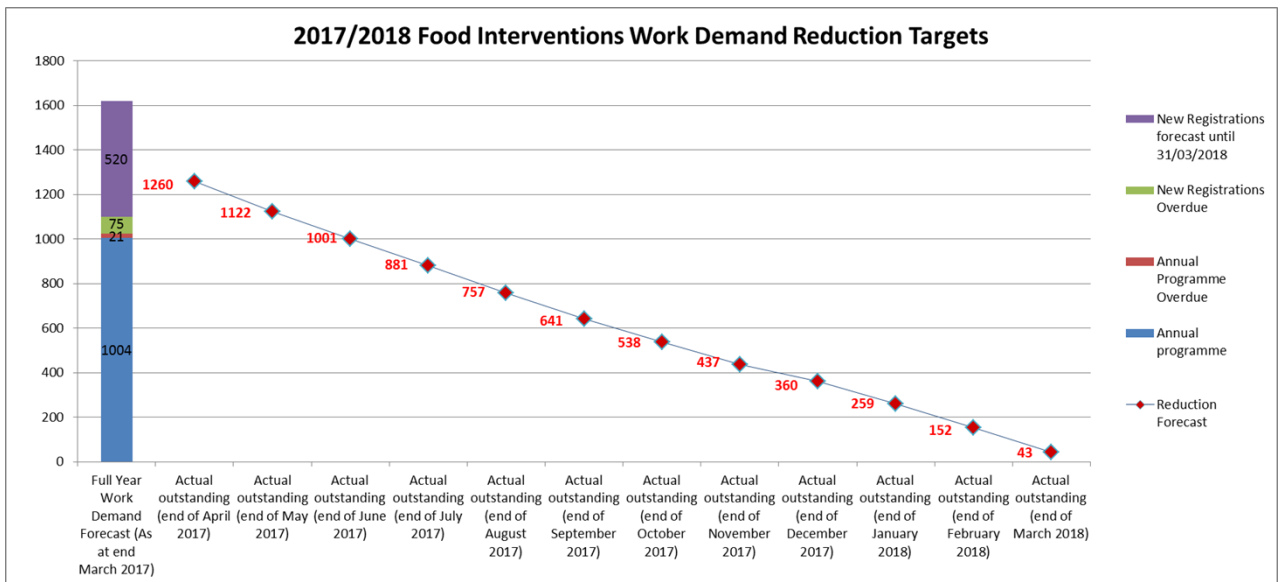
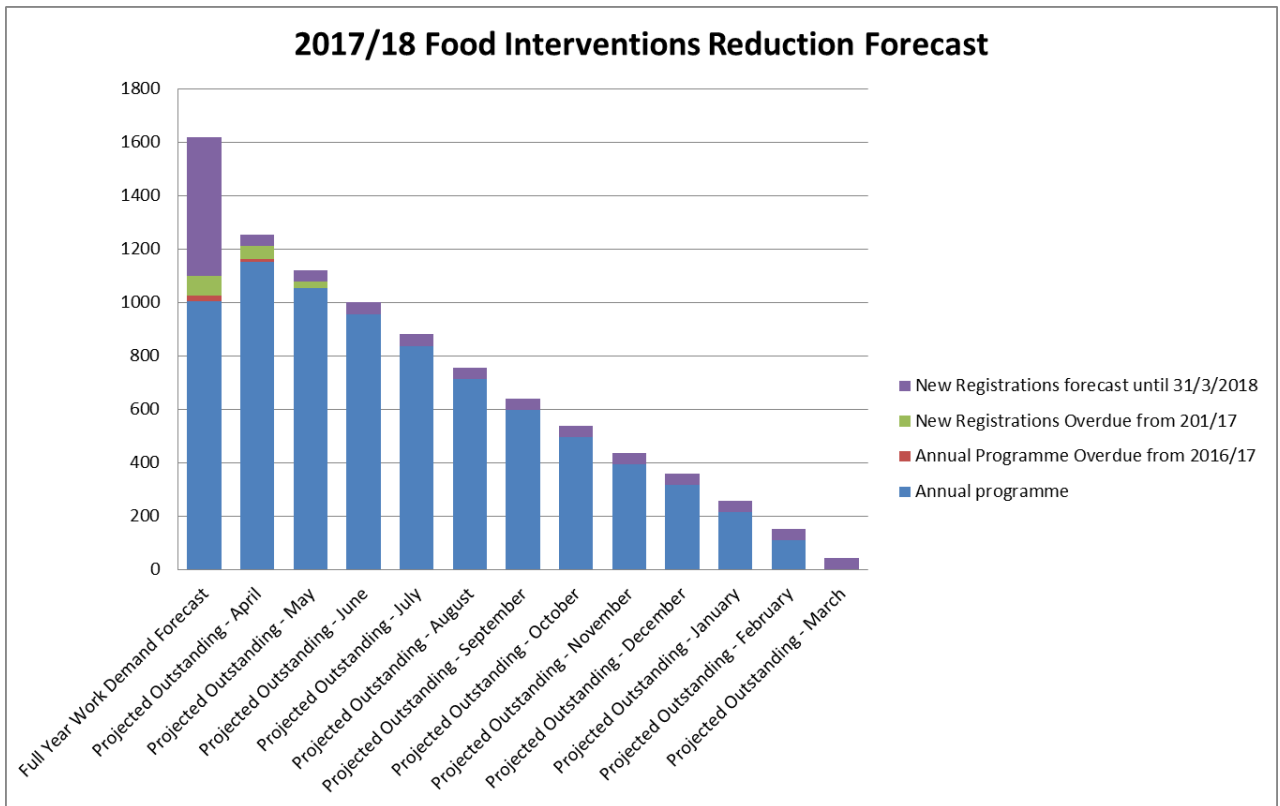
Annual Intervention Programme 2017/2018 (by risk category)	Number forecast in 2017/2018	Total due
A – at least every six months	48	
B – at least every twelve months	255	
C – at least every eighteen months	507	
D – at least every twenty four months	434	
E – a programme of alternative enforcement strategies or interventions every 3 years	379	
Business closures affecting Annual Programme FORECAST	(240)	
Total	1383	
New businesses FORECAST	520	
Total	1903	1903
Interventions overdue from Annual Programmes (by risk category)	Number overdue on 1st April 2017	
A – at least every six months	0	
B – at least every twelve months	3	
C – at least every eighteen months	6	
D – at least every twenty four months	12	
E – a programme of alternative enforcement strategies or interventions every 3 years	0	
Total	21	21
Initial Inspections overdue	Number overdue on 1st April 2017	
New businesses	75 [24] ⁴	75
Total Forecast Interventions		2011

Table: Composite Inspection/Intervention Programme for 2017/18

⁴ [24] denotes a food business that has been registered but not started operating

21 businesses are being carried over into the intervention programme for 2017/18. These are in the main businesses which have not been accessible to officers.

75 new business registrations are being carried over. However, 24 of these are businesses which have not yet commenced trading.



4.2 2017/18 Food Establishment Profiling

The Intervention Programme sets out when food business inspections are to take place.

A significant feature of the planning of the previous 2 year's Intervention Schedule was a reset to match expected demand and resources. In previous years that schedule has primarily been determined by the date the individual businesses were registered and the consequent first inspection and risk assessment. The overall result is that the schedule for the year is 'unstructured' on a number of aspects and also does not take into account, for example, availability of 'seasonal' establishments (e.g. schools) or seasonal variations in staff resources.

This gives rise to a number of obvious and less obvious issues:

- Clashes between scheduled work and reactive responses at operational level that have resulted in scheduled inspections being postponed or not undertaken.
- Obscured management sight of performance and difficulty in providing assurance for Executive and Strategic Management that the work programme is in control and will be delivered
- Lost opportunities to enhance regulatory impact of the Service

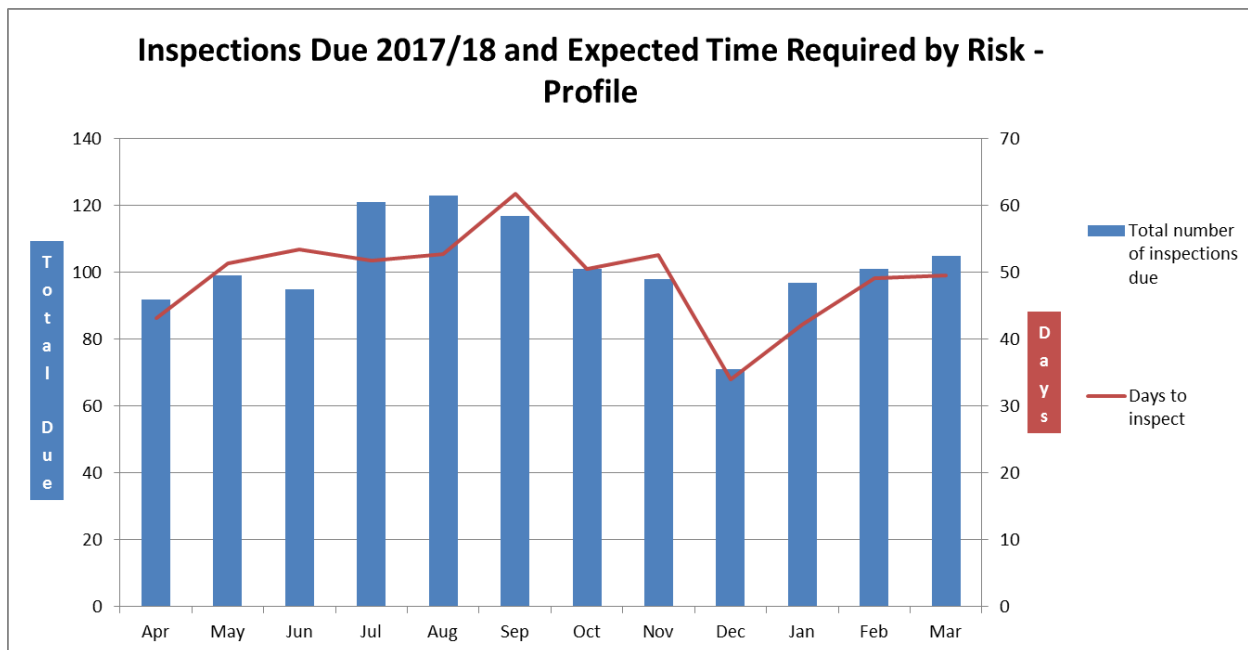
The principle of profiling has been carried on to the 2017/18 intervention schedule. The method of profiling has been refined following the experience gained during 2015/16 and 2016/17.

Rules used in profiling:

- Carried over inspections and new registrations to be completed within three months
- New businesses to be contacted by the inspecting officer and where appropriate/beneficial offered and advisory visit. Full inspection to take place where practicable within 4 weeks of an advisory visit
- New businesses where an advisory visit is not required to be inspected within 28 days of registering.
- Category 'A' risk establishments to remain on existing inspection month schedule
- Category 'B' risk establishments to remain on existing inspection month schedule.
- Approved establishments to remain on existing inspection month schedule
- Restaurants, Takeaways and pubs to remain on existing month schedule
- Adjust inspections by month to accommodate FST Officer who works on a Term Time basis
- Cluster inspections by food business (sub) type
- Target inspection month to reflect sector availability
- Apply an appropriate resource demand weighting to each sub-sector
- Spread evening inspections throughout the year.
- Future proof for subsequent years
- Category E Inspections are not included.

How the inspection Profile is determined:

- Food Establishments that are not profiled will be inspected in the month determined by their risk score.
- Groups of profiled inspections are spread across the year where there is best fit to even out the distribution of inspections taking into account the rules above
- Category E inspections are subject to an Alternate Enforcement Strategy which means that each 3 years an inspection can alternate with alternate enforcement, typically a self-assessment questionnaire.



The re-profiled Intervention Programme for 2017/18 will be closely monitored and may be amended in the interests of service delivery.

2017/18 Inspection Profile - Main Food Themes

Month	Establishment Type	Code	Number
April	Grocers	FRET2	12
	Other restaurant or caterer	FRES25	27
May	School	FRES18	39
	College	FRES19	3
June	Wholesaler	FDIST1	4
	Cash and carry	FDIST2	4
	Cold store	FDIST3	2
	Milk distributor	FDIST6	3
	Import/export warehouse, depot etc.	FIMEX	1
	Night club	FRES9	2
	Event caterer	FRES23	15
July	Hotel	FRES5	11
	Guest house	FRES6	1
	Bed and breakfast	FRES7	0
	Village hall, community centre	FRES22	21
	Home caterer	FRES26	17
	Food Bank	FFBANK	1
August	Mobile catering unit	FRES20	29
	Burger van	FRES21	2
	Butcher	FRET4	16
	Fishmonger	FRET5	6
	Mobile retail van	FRET10	1
	Other food retailer	FRET15	8
September	Nursing/care home	FRES16	20
	Asian Sweet Mart	FRES24	20
October	Grocers	FRET2	22
November	Childcare facility/nursery	FRES17	12
	School	FRES18	24
	College	FRES19	1

	Off licence Sport/leisure/gym non-food codes	FRET13	3 1
December	Sandwich shop/bar	FRES14	22
January	Work place canteen Hospital Supermarket Confectioner Greengrocer/fruiterer Health food shop Bakers shop (retail) Market stall Chemist Pan house	FRES4 FRES15 FRET1 FRET3 FRET6 FRET7 FRET8 FRET11 FRET16 FRET17	12 1 10 2 1 1 4 1 0 4
February	Bakery Food packers Garage minimarket Other food retailer	FMP6 FRP10 FRET14 FRET15	5 4 1 23
March	Nursing/care home Newsagent	FRES16 FRET9	22 12

436 Food Establishments have been subject to profiling

Planning of the 2018/19 intervention programme will commence in the third quarter.

4.3 Approved Establishments

In total there are 9 Approved Establishments due for inspection during 2017/18 comprising 2 category A, 5 category B and 2 category Cs.

The category of these establishments arises from their compliance with food hygiene law and also whether they manufacture high risk food. If they do then they get a high score which may lead to a higher category. See also paragraph 6.3 below on approved establishments.

Quarter Due	Approved Establishments [Risk]
April – June 2017	Seasonal Eggs Life With Taste Star Dairies
July – September 2017	
October – December 2017	Just Egg BBQ BASE
January – March 2018	Walkers Midshires Foods Food Attraction Samworth Brothers United Foods

4.4 Food Standards Intervention Program

Generally inspections on food standards matters such as labelling and composition is included in and part of food hygiene inspections. There is also a food standards inspection programme of food standards establishments. Some category A and B establishments will have separate hygiene and

standards inspections due to the size of the establishments and/or their complexity. Category C establishments will be subject to alternative intervention; an intelligence gathering questionnaire.

2017/2018 Food Standards Inspections Due

Category	Number due
Category A	12
Category B	96
Category C	245
Total	343

4.5 Proposed Compliance Projects 2017/18

Engage food businesses and service users through social/digital media

The FST wish to utilise social and digital media to

- Promote food safety/standards in Leicester
- Provide news on current local and national issues
- Promote FSA media events/launches
- Promote good practice
- Provide advice.

Introduction of cost recovery for FHRS re-rating visits

Implementation of cost recovery for re-rating inspections will require some time to research and plan the details of the costs involved and mechanics. The principle needs to be promoted to Food Establishments before launch.

Introduction of cost recovery based advice and support services

To investigate the potential for cost recovery in relation to re-rating inspections.

Promotion of 5 Rated Establishments

Introduce an additional level of recognition for Food Establishments that routinely achieve a 5 – recognise consistent high standards.

Allergens

Investigate take away food with regard to substitution with peanuts for other ingredients such as almonds, and peanut contamination. This would involve a desktop review of establishment menus, placing an order for a peanut free meal and then sending that meal to the Public Analyst.

Investigate the allergen controls in small Leicester manufacturers in relation to substitution with peanuts for other ingredients such as almonds and peanut contamination.

Sweet Marts

Planned sampling exercise to examine the microbiological safety of sweet mart products. Sampling would be an alternative to inspection or compliment where officers have specific concerns

Illicit Alcohol –wet bars/nightclubs

Joint project with the Licensing Team to visit difficult to access late night bars and clubs with a focus on illicit alcohol

Launch new web content

Design and launch new web content which support and signposts service users.

Halal Certification

Desktop review of Halal Certification in Leicester City carried out in March 2017. A review of this intelligence is incorporated into the 2017/18 Service plan to identify any significant issues arising.

GM Foods

Desk top review of permitted GM foods – thought to be only one – GM oil which is already covered on inspection

Quarter Planned	Compliance Projects
April – June 2017	Digital Media Website
July – September 2017	Caribbean Carnival Halal Certification Review of GM Foods Explore Cost Recovery Re rating visits
October – December 2017	Illicit Alcohol Implement Cost Recovery Re rating visits Explore Cost Recovery advice and support visits
January – March 2018	Implement Cost Recovery Re advice and support visits Promotion of 5's

4.6 Registered feed establishments

There are 40 registered feed establishments in the City. With the exception of 2 farms, all are food establishments which either transfer surplus foodstuffs into the feed chain or sell co-products of food production.

Leicestershire County Council continues to perform feed interventions for Leicester City Council. Funding for 2017/2018 has been reduced and in accordance with national and regional planning, only 1 feed establishment in the city is due to be inspected during 2017/2018.

4.7 Product Testing

Planned Local Sampling Exercises

Quarter Planned	Testing/Sampling
April – June 2017	
July – September 2017	Sweet Marts
October – December 2017	Illicit Alcohol Allergens in food
January – March 2018	Allergens in food

Other samples will also be taken and submitted for microbiological examination. These will include samples from approved establishments and of imported food, and foods identified for regional or national surveys. The number of routine samples taken will be determined by capacity during the course of the year, and any incidents/outbreaks which occur.

Revision of Local Plan

The Director of Public Health has made representations that the revision of the Local Plan includes an enhanced health perspective and that consideration is given to the concentration of fast food outlets (FFOs) in the City, their management through planning controls in order to tackle obesity levels in the City. The DoPH has indicated that the Food Safety Team will be requested to assist in a sampling programme to develop nutritional assessment of food sold by local Hot Food Takeaways, in order to determine if the foods sold are of low nutritional value, have high salt levels, have high energy density (sugar and/or fat content) and are provided in larger portion sizes.

4.8 Investigations of complaints relating to food and food premises

Service Requests and complaints have increased significantly in 2016/17. This was due to the launch of a Food Standards Agency national complaint portal and the Leicester City Council My Account simplifying and facilitating the process for consumers to raise concerns. Whilst the overall numbers of complaints is expected to rise in 2017/18 it is anticipated that the increase will not be as dramatic as 2016/17 and will level off and stabilise.

Service Requests and Complaints will be assessed for detriment and risk and responded to appropriately.

	2010/2011	2011/2012	2012/2013	2013/2014	2014/15	2015/16	2016/17
Complaints	311	289	273	244	213	237	371

(Source: Local Authority Enforcement Management System – hygiene)

The Food Safety Team will respond appropriately.

4.8 Business and Consumer advice and support

The Food Team through the course of their interaction with new and existing food establishments identify potential support needs. Given the decommissioning of the in-house BRASST Team the Food Team will signpost to commercial suppliers of advice and support; where appropriate using the LLEPs Gateway facility.

Requests for Primary Authority relationships will be considered and consulted with senior management.

The Food Safety Team will respond appropriately where consumers are seeking advice. Referrals for civil advice will be made to Citizens Advice Consumer Advice.

5.0 Organisational Improvement & Development

5.1 Introduction

The Authority will continue to implement the actions set out in the 2014 Improvement Plan.

5.2 Quality assessment

The findings of the FSA Auditors in 2014 were that quality of inspections was good. However, it was the view of the Auditors that enforcement action proportionate to the risk and reflecting the compliance history of the business was not being taken.

To provide assurance that there is a consistency in approach to advice, inspection and enforcement by officers regular formal internal monitoring continues.

A process of pre and post inspections review of officer decisions and actions is in place. Reviews are triggered where inspections reveal poor compliance and ongoing through monthly 1 to 1's with officers.

Approved establishments are dealt with by a small team of officers within the Food Safety Team. This ensures a clear oversight of the Cities Approved Establishments which due to their complexity and technical require closer attention.

5.3 Intra-authority and inter-authority audits

The Leicestershire Food Liaison Group is in the latter half of 2017/18 arranging inter-authority audit. This will involve a peer review based audit of all Leicestershire Food Services in relation to the application and consistency of the Food Hygiene Rating Scheme

5.4 Organisational Improvement & Development Programme

The work programme includes:

- Establish working arrangements with the newly established Service Support & Intelligence Team (Regulatory Services Review: Phase 2)
- Embedding intelligence arrangements in food regulation
- Review the Food Safety/Trading Standards investigation into meat substitution and identify lessons to be learned

6.0 Review of the Food Law Enforcement Plan 2016/17

6.1 Introduction

The Food Law Enforcement Plan for 2016/17 saw the findings of the May 2014 Food Standards Agency Audit further underpinned. The earlier work on implementing the audit action Plan has been built on and continues to be taken forward in the Food Law Enforcement Plans.

Whilst the key objectives of the Food Safety Team remain (1.2 above) there has been a strong focus on support for new businesses and swift enforcement actions where compliance is poor.

Since the Food Standards Agency Audit and following the implementation of the recommendations including resourcing commitments we have seen the level of broad compliance rise across food businesses in the city from 71.5% to 84%

The food team remain committed to those key objectives.

Appendix 2 is a summary of the commentary from the FST monthly reports providing service ‘highlights’.

6.2 Resourcing

The Authority needs to ensure that future reviews of resources should include a considered and realistic assessment on the challenges specific to the Service, namely the large number of food businesses with poor levels of compliance and the numerous approved establishments in the Authority’s area. These challenges can significantly impact on the ability of the food safety team to deliver service priorities, particularly in the areas of work and businesses that carry the biggest public health and food safety risks. [FSA Audit 2014]

The additional resources committed to the service In 2015/16 have been maintained in 2016/17 to continue to provide additional management and inspectional activity. The outcome was that the intervention plan was completed with only a small number of inspections being carried over to 2017/18.

Following Phase Two of the Regulatory Services Spending Review there have been no changes to the resource commitments for the Food Service.

At the end of the 2015-2016 the FTE permanent establishment of the Team was:

Management	Frontline	Administrative Support
1.5	10.7	0.5

At the end of the 2016-2017 the FTE permanent establishment of the Team is:

Management	Frontline	Administrative Support
1.5	10.2	0.5

6.3 Approved Establishments

These are food establishments which process meat, fish, dairy or egg and market to other businesses. They are subject to some additional food hygiene requirements and to prior approval by

the local authority before they operate. At the end of 2016/17 there were 21 approved establishments.

Approved Establishments are a complex and high risk food environment which demand a great deal of close attention to ensure compliance. Examples include:

Life With Taste

This business Started from a small kitchen on Northampton Street 6 years ago. Unaware of the legal requirements for Approval and was producing food illegally and was required to stop until compliant. The company has since, with the Food Team Support, continued to grow. In 2016/17 the business moved from a small unit on Lee Circle to a much larger converted unit on Barkby Road. The Approval process was complicated due to the logistics of the move. However the company has successful been re approved in their new location and continue to provide Traditional Polish Foods regionally and nationally.

Eastern Catering

Following an inspection at Eastern Catering Burleys Way on February 23 2017 and further checks on March 07 2017, non compliance with food law was identified which being of such a nature and taking into account the past record of the operator, led to the immediate withdrawal of the operator’s approval to place certain animal based food on the market in the UK and across the rest of the EU.

This was the first time in Leicester that this sanction had been used. Eastern Catering is a food business involved in food manufacture and event catering. A case is being prepared for Legal Services to consider prosecution for non-compliance leading up to withdrawal of approval.

6.4 Monitoring Interventions

In 2016/17 the following monitoring activity was undertaken by the Authority. Comparative data for 2015/16 on Leicester is presented in the Appendix.

	Actual 2011/2012	Actual 2012/2013	Actual 2013/2014	Actual 2014/15	Actual 2015/16	Actual* 2016/17
inspections & audits	1358	1297	1388	2062 [+117 desktop assessments of E’s]	1477 [+11 desktop assessments of E’s]	1822 [+28 desktop assessments of E’s]
verification & surveillance	821	768	702	1013	1365	1273
sampling visits	208	137	56	62	153	95

* hygiene only – in 2016/2017 there were also 703 food standards inspections/audits

Annual Intervention Programme Review	Undertaken in 2014/15	Undertaken in 2015/16	Undertaken in 2016/
A – at least every six months	96	50	44
B – at least every twelve months	238	251	227

C – at least every eighteen months	645	387	524
D – at least every twenty four months	280	301	511
E – alternative enforcement strategies or interventions every 3 years	249	40	30
Total	1508	1001	1336

Initial Inspections	Annual New Registration Forecast	2014/15 Undertaken	2015/16 Undertaken	2016/17 Undertaken
New Businesses registered in year	480	483	425	476

6.5 Monitoring Interventions and New Registrations– Clearing the Backlog`

The Authority should ensure that it addresses the significant backlog of food businesses that are not broadly compliant with hygiene legislation and overdue for intervention. [FSA Audit 2014]

Similarly there are a large number of food establishments registered with the Authority including caterers and restaurants that have not yet received any assessment or intervention, contrary to the Food Law Code of Practice, which should receive a first inspection at the earliest possible opportunity. [FSA Audit 2014]

Interventions overdue from previous Annual Programmes (by risk category)	Number overdue on 1st April 2014	Number overdue on 1st April 2015	Number overdue on 1st April 2016	Number overdue on 1st April 2017
A – at least every six months	1	1	0	0
B – at least every twelve months	5	0	1	3
C – at least every eighteen months	220	6	5	6
D – at least every twenty four months	216	10	1	12
E – a programme of alternative enforcement strategies or interventions every 3 years	364	40	0	0
Total	806	57	7	21

Initial Inspection overdue	Number overdue on 1st April 2014	Number overdue on 1st April 2015	Number overdue on 1st April 2016	Number overdue on 1st April 2017
New Businesses registered	369	73 [33] ⁵	86 [36] ⁶	75 [24] ⁷

[24] denotes a food business that has been registered but not started operating

but not inspected				
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6.6 Product Testing

A programme of planned food products testing was included in the Food Law Enforcement Plan for 2016/17. Sampling programs are designed around International, National, Regional and Local Intelligence.

Each year the PHE (Public Health England) produce a sampling programme including surveys which are reactive to issues which have occurred in the UK/EU. We follow this programme and collect samples according to the survey requirements. The samples can be food and/or environmental. Results indicate the levels of microorganisms in the food and/or on food preparation surfaces, equipment, etc. follow up visits and action is taken where adverse results are found.

PHE Surveys which were carried out within 2016/17 were:

1. Study 58 - swabs and cloths in catering premises to obtain information on cleaning standards and practices.
2. Study 59 - sauces from catering premises looking at the levels of contamination in sauces produced by caterers and home producers.
3. Paneer – A local survey initiated through the Leicestershire Food Liaison Group following concerns regarding a paneer producer in North West Leicestershire. No adverse results.

The 2016./17 Trading Standards East Midlands sampling program focussed on meat speciation and supplements.

Meat Speciation - 9 meat speciation samples (5 from retail and 4 from manufacturers) were taken. 6 were unsatisfactory and 3 were satisfactory.

Supplements - 10 supplements samples were sources from health food shops. 5 were subject to labelling and 5 tested and label checked by the Public Analyst. 6 failed and 4 passed

Every year we also collect samples of foods imported from third countries from retailers across the city. These samples are randomly selected and can be anything from fresh fruit and vegetables to tins, jars and dry ambient stable foods. Foods imported from outside the EU have to have compliance certificates to be allowed into the UK/EU. Sampling and checks are carried out at the ports. However inland authorities are also required to sample and checks to get a wider picture of the type of products being sold and ensure these are safe for the final consumer.

6.7 Investigations

The Team responds to a diverse range of service request and complaints.

The recent trend has been a significant increase in the numbers of complaints received. This is due in part to improved service user access via digital/online reporting and an increased awareness of food safety issues.

The significant increase is a challenge but managed by 'triaging' requests based on priority and where possible signposting Service Users towards information and solutions where they can self help.

	2010/2011	2011/2012	2012/2013	2013/2014	2014/15	2015/16	2016/17
Complaints	311	289	273	244	213	237	371

(Source: Local Authority Enforcement Management System – hygiene)

A major investigation into meat substitution has been concluded. The case for Food Hygiene, Food Standards and Food Fraud contraventions has now been heard in court

Investigating and prosecuting a Food Fraud – Dutch Bangla

During 2013/2014 officers took over 100 samples of meat from butchers' shops and of meat based meals from various types of catering establishments. Some of the results of this sampling led to a substantial and complex investigation which involved colleagues in Trading Standards and other local authorities and culminated in a trial in the Crown Court of four defendants on charges including fraud. Widespread substitution of lamb [an expensive meat which should have been Halal] for Turkey [a cheaper meat which might not have been Halal] was uncovered. Two of the four defendants were found guilty of fraud and Food Safety Act offences and were both imprisoned for five years. The other two defendants were found not guilty.

6.8 Enforcement Actions

All food law enforcement action taken by the Council's authorised officers is required to be proportionate to the harm and risk, consistent with statutory requirements and good practice.

	Actual 2011/2012	Actual 2012/2013	Actual 2013/2014	Actual 2014/15	Actual 2015/16	Actual 2016/17
Voluntary closure	7	7	5	9	5	9
Seizure, detention & surrender of food	3	3	1	11	19	8
Suspension/revocation of approval or licence	0	0	0	0	0	1
Emergency prohibition notice	11	13	11	8	9	2
Simple caution	9	6	1	2	12	6
Improvement notices [X] ⁸	32	30	15	76 [25]	58 [33]	60 [29]
Remedial action & detention notices	1	1	3	1	3	0
Written warnings	1264	1246	1210	1814	1273	1661
Prosecutions concluded	0	1	5	1	3	2

(Source: Local Authority Enforcement Management System – hygiene)

Prosecution - Boston Chicken & Pizza

Boston Chicken and Pizza is a typical hot food takeaway. The establishment had a long history of fluctuating compliance. Standards were typically poor on inspection however some improvements would be made. However in 2015 the FBO was served with improvement notices for structural matters including repairs to the floors and lack of hot water to a wash hand basin. At a subsequent visit these issues had not been fully addressed and the inspecting officer identified other serious and repeated food hygiene offences. The FBO was prosecuted and although the fine due to his circumstances was nominal LCC made a request that the court consider prohibition as a food business operator. This was successful and a first for the Food Safety Team.

Mega Oriental seizure

Seizure – Mega Oriental

Mega Oriental is a small retailer specialising in Chinese food and produce. Following an anonymous complaint regarding concern that there was illegal food the shop was inspected. The inspecting officer identified a large quantity of meat and fish products from China with no traceability information and no evidence that they had been legally imported. The food was seized and taken away for destruction.

6.9 Business Advice & Support

As part of an initiative to improve compliance in new food businesses the Food Safety Team continue to offer email and telephone support to new businesses and where appropriate carry out advisory visits to new registrations ahead of formal inspections.

In 2016/17 Food Safety Team Officers carried out 292 advice visits offering bespoke guidance to new businesses on compliance and how to achieve the best Food Hygiene Rating possible

Leicester City Council continued to support food businesses with training.

The Food Information Regulations introduce a new requirement for Nutritional Labelling which will come into force December 2016. For the first time, all manufacturers of pre-packed food will need to provide nutritional information on their product packs.

Nutrition Labelling Project

The project focussed on smaller Leicester based food manufacturers with an aim to:

- Ensure they were aware of the nutritional labelling requirements
- Offer advice and guidance where needed
- Identify compliance issues for potential follow up
- In addition potential weights and measures issues were also checked.

52 small manufactures were contacted by letter advising of the new nutritional requirements and offered a support visit to look at the requirements in relation to their products and to gauge compliance. An officer from the Business Advice and Support Team provided the lead supported by Food Safety Team Officers.

Overall most businesses were on the way to correct nutritional labelling. Some required further advice and this was offered at the time.

Some significant weights and measures issues were identified. Again businesses were advised and dealt with at the time to seek compliance.

There remains some follow up work to this project.

6.10 Conclusion of Service Plan Review

The commitment of additional resources and other measures taken has enabled the Food Safety Team to maintain the Intervention Programme and avoid a backlog of inspections. The closer management oversight of the inspection program thus ensuring that non-compliance is addressed in an appropriate, proportionate and timely fashion has provided greater confidence. The continued support offered to new and existing food establishments is not statutory. However the support for willing businesses coupled with swift enforcement for those less willing has seen a significant rise in 'broad compliance'.

The Food Safety Team Officers continue to work hard to ensure that the Food Establishments in the City provide safe food. In light of the diverse and challenging environment that is Leicester City and the impacts of the Service Review this work is to be commended.

APPENDIX 1 : COMPARATIVE DATA FOR 2015/2016

Authority	Total establishments	Unrated establishments	Total of Broadly Compliant A-E	Total of Interventions Achieved (exc unrated)
Hackney	2,954	175	82.94	66.65
Haringey	2,123	170	92.71	77.02
Birmingham	8,071	1,041	83.82	79.28
Derby City	1,996	26	94.82	98.10
Leicester City	2,935	92	84.31	99.47
Nottingham	3,083	114	95.95	58.38

Authority	Voluntary Closures	Hygiene Emergency Prohibition Notices	Prohibition Orders	Seizures and detentions of food
Hackney	4	0	0	7

Haringey	7	4	0	0
Birmingham	1	107	0	3
Derby City	3	1	1	0
Leicester City	5	9	0	11
Nottingham	1	1	1	0

Authority	Written warnings	Remedial Action & Detention Notices	Cautions	Prosecutions
Hackney	973	0	0	3
Haringey	422	0	8	0
Birmingham	2,007	6	0	16
Derby City	868	0	0	0
Leicester City	1,273	3	12	3
Nottingham	958	0	0	2

(Source: Local Authority Enforcement Management System – hygiene)

APPENDIX 2

Commentary and future actions sections from 2016/2017 FST monthly performance reports

April 2016

- BRAST and FST officers visited 12 food factories to advise operators about new nutritional labelling requirements in force in December 2016 [BRAST/FST joint working].
- Three FST Food Safety Officers attended food standards training the success in which will extend what they may be authorised to enforce.
- An investigation started into the sale by Morrisons of an in-store baked loaf in which was a used, blue coloured, first aid plaster [blue plasters are used in the food industry]. Enforcement action against Morrisons is possible.

May 2016

- Voluntary Closure Ton Ton Chicken 140 East Park Road – Cockroaches; HEPN Stop N Save Sparkenhoe Street – Mice
- Seizure of Unfit Food – 160 kg of Mopane Worms from Pamuzinda
- Refusal of Application for Approval – Pamuzinda (going to appeal)
- Detention of Illegally Imported Chinese Meat Products Mega Oriental Supermarket London Road – ongoing investigation into wider supply.
- 3 officers on 6 days Food Standards Training has impacted on resources available this month.

June 2016

- Voluntary Closure Ton Ton Chicken 140 East Park Road – Cockroaches; HEPN Stop N Save Sparkenhoe Street – Mice
- Seizure of Unfit Food – 160 kg of Mopane Worms from Pamuzinda
- Refusal of Application for Approval – Pamuzinda (going to appeal)
- Detention of Illegally Imported Chinese Meat Products Mega Oriental Supermarket London Road – ongoing investigation into wider supply.
- 3 officers on 6 days Food Standards Training has impacted on resources available this month.

July 2016

- 3 days Food Standards Training for all of FST plus other LCC authorised officers and lawyers
- Investigation into cockroach activity at Highfield Primary School
- Investigation into national E. coli O157 pt34 outbreak.
- Undertaking to temporarily cease the use of the food function at the Ramgarhia Board Temple, 51 Menyell Rd.
- Advice and support to the Krishna Speaks Event 26th July to 2 August

August 2016

- Three officers checked food traders at the Caribbean Carnival and found compliance with food hygiene law to be generally good
- The planning and running of the national/international Krishna Speaks event on Rushey Fields was good.
- Compliance with food hygiene law at Glenfield Hospital was unsatisfactory: food hygiene rating 2 – improvement necessary, for patients’ and staff/visitors’ catering.
- Compliance with food hygiene law at LRI had deteriorated: food hygiene rating 3 – generally satisfactory [previously 5 – very good. Both hospitals back “in-house”
- Two incident meetings with PHE and investigation into ~68 out of 70 people ill after event at Sizzlers Bar & Grill 188-190 Melton Road [Norovirus – not food related illness]

September 2016

- Start of use during certain inspections of a handheld device to monitor cleanliness of surfaces – instant result for officer and operator.
- FOIA request for inspection reports of Leicester hospitals. Glenfield Hospital now rated 2 – improvement necessary, possibility of this becoming news.
- Voluntary closure of Ton Ton Chicken due to cockroach activity
- Voluntary surrender of 51 items of chilled ready to eat meats beyond their ‘use by’ date, from a Polish Deli, Delikatsey Smaksec, Belgrave Gate.
- Prosecution Case submitted to Legal for Food Hygiene Offences at Boston Chicken & Pizza.
- Resolution of Appeal case against LCC regarding refusal to approve an establishment. Out of court settlement payment to operator of £4000 agreed.

October 2017

- Operator of Boston Chicken & Pizza Pleaded Guilty to 14 contraventions. £1500 Fine and £5000 costs and was prohibited from managing any food business.
- Stonebaked Pizza in the Highcross closed voluntarily due to cockroaches. Significant additional work was done checking adjacent food establishments and liaising with Highcross management regarding pest checks in rear service areas.
- FOIA information provided to Press Association Health Editor: Glenfield Hospital: food hygiene rating 2 – improvement necessary; LRI: food hygiene rating 3 – generally satisfactory
- New student started: Kalsum Abdurahman, who speaks English, Arabic, Urdu, Oromo, Punjabi, Hindi

November 2016

- The Canadian Food Inspectorate visited Walkers Snack Foods as part of an audit of UK food manufacturing sites to seek assurance on Food Imports and UK Food Law.
- A contracted Food Safety Officer started work to cover inspections for a maternity leave. This is short term to ensure the 2016/17 inspection targets are met.
- Mirch Masala on Market Street agreed to voluntarily close due to poor cleaning and temperature control.
- Tetry Shop on Evington Road agreed to voluntarily close due to the presence of mice
- A quantity of illegally imported peanuts has been seized from Hussain Fruit & Veg, Green Lane Road
- 3 Officers Attended Labelling Training and 2 others attended a 2 day Enforcement Sanctions Course.

December 2016

- Formal closure of Lucky Superstore 3 Abbey Park Street due to mouse activity and poor cleaning
- Media interest in San Carlo receiving a 0 Food Hygiene Rating
- Contractor completed 2 month support to cover workload of FST officer on maternity leave from Jan 2017. 80 inspections achieved.
- Requests for food hygiene inspection reports to be handled by the FST and not as a FIOA requests. Responses to include up to date information about establishments.

January 2017

- EHO Laura Cowlshaw began maternity leave – gave birth to a girl Holly Esme on Jan 31 – fte now 9.2 from 10.2.
- Meeting with Leicestershire County Trading Standards to discuss common issues and priorities with a view to developing a more coordinated approach to enforcement and information sharing.
- Voluntary closures of Fairway Fish Bar The Fairway & Shakes & Fries 207 Evington Road, both due to evidence of mice.
- Adoption by LCC's Festivals & Events service of condition that food traders have food hygiene rating of => 3 before being permitted at festivals/events in the city.
- Training of officers on the Primary Authority Principle and operation of Primary Authority agreements.

February 2017

- Allegation of food poisoning outbreak after wedding reception attended by 500 people; person reporting positive for Norovirus [not food related illness]
- One Voluntary closure for mice at Shakes & Fries 2017 Evington Road.
- Attendance at the Food Poverty event and exploring closer working with the LCC Food Poverty Group
- Thirty nine Category E questionnaires sent out [possible alternative to inspection, depending on responses]

March 2017

- 1 FST Manager on sick leave all March but working at home. Date due to return not known – awaiting an operation.
- Dutch Bangla trial in the Crown Court ended. Two defendants found guilty of conspiracy to defraud etc.; two defendants found not guilty. Sentencing due in April.
- Email or letter sent to ~3000 FBOs setting out responsibilities to provide allergen information and reporting recent deaths and prosecutions from failures to do this.
- Eastern Catering Approval under EC Regulation 853/2004 to provide certain foods withdrawn
- Wang Fung Hong FBO discovered repacking sprouted beans – subject to but not approved and told to stop.

- San Carlo re rated as food hygiene rating 4 - good [previously 0 – urgent improvement necessary, and reported in the Leicester Mercury]
- Maryland Horsefair Street; poor conditions found during visit after a complaint; officer re rated down from a 4 - good to a 1 –major improvement necessary.
- FSA March 2017 Food Law Code of Practice issued.

Appendix E

Neighbourhood Services Spending Review Programme

	<u>Review</u>	<u>Summary</u>	<u>Saving Reports (£m)</u>	<u>Outstanding Savings (£m)</u>	<u>Update including timeline and scrutiny involvement</u>
2	Transforming Neighbourhood Services	Reviewing community use buildings on an area by area basis (libraries, community centres, adult skills, customer service centres, youth centres and housing offices). Most of the city now complete.	1.0	0.5	<p>North East area went to Scrutiny on 30 Nov 2016. Decision now published.</p> <p>Final area – East and Central – engagement commenced on 9th January, 2017 and concluded on 24th February. A report is anticipated to be progressed to scrutiny in September, 2017.</p> <p>Neighbourhood Services grant funding is currently under review as part of the project. A report to be progressed to Scrutiny in Autumn 2017 (see also Community and Voluntary Organisations below).</p>
17	Regulatory Services	Protective services including neighbourhood protection, business regulation, pest control, licensing and community safety.	0.4	0.6	<p>Reported to Scrutiny on 30th November. Initial savings achieved through a reduction in Heads of Service from three to one. Second phase of savings scheduled to conclude in September and in line with the principles of the November discussions with Scrutiny.</p> <p>Any final phase/savings to be considered / further informed following experience of the emerging re-profiled service.</p>
18	Cleansing and Waste	City and neighbourhood cleansing, litter disposal, waste collection and disposal (including PFI arrangements).	0.7	1.8	<p>Scrutiny were updated regarding the Cleansing aspect of this review on 30th November, 2016. A decision has since been published regarding phase 1 savings of up to £700K (phased over three years). A further report will come to Scrutiny after experience (likely to be next year) of the re-profiled service has been reviewed.</p> <p>The Council is in a contract with Biffa regarding waste collection/disposal. Should proposals in relation to this emerge in the future, they would require careful consideration/ contract negotiation along with</p>

					consultation, as appropriate, with the public and Scrutiny. Options around potentially charging for Bulky Waste and DIY waste are currently on hold for future consideration as appropriate.
20	Using Buildings Better (UBB)	Extends scope of Transforming Neighbourhoods to review other neighbourhood buildings (depots and local non-customer facing offices). Revenue savings will arise from channel shift and staff accommodation. <i>Specific to Neighbourhood Services in relation to TNS and channel shift</i>	0.4	1.6	Overview of UBB went to Scrutiny in July 2016. For TNS – see above. Channel shift – update at the 22 March NS&CI scrutiny meeting and an update is proposed for the 6 September 2017 meeting. A decision notice for £0.4m of savings was approved in June 2017.
25	Community and Voluntary Organisations	Review support to a number of VCS bodies supported by Neighbourhood Services.		Part of TNS	These savings relate in the first instance to TNS and are to be incorporated in the £1.7 Million indicative savings target for this review. TNS is due to conclude in 2018 and a report to Scrutiny is to be scheduled for Autumn 2017.
27	Community Capacity Building	Revisit current arrangements to support the voluntary and community sector; The current budget and the savings target relates to existing contracts with Voluntary Action Leicestershire, plus also Somali Development Services, and the Race Equality Council. The latter arrangements are being considered in conjunction with the wider social welfare advice services review (see 31 below).		0.2	Consultation was due to close on 3 February but was extended until 10 February in line with the discussion at the Neighbourhood Services & Community Involvement Scrutiny Commission on 25 Jan 2017. Analysis of the consultation and proposals went to the Executive. The notice of intent to take a decision has been published along with the report and the decision is due to be taken on of after 20 June 2017.
31	Social Welfare Advice Services	Review of internal and external advice services provided by internal Welfare Rights Service, STAR service and external organisations. Aims to eliminate duplicate provision.		0.5	Executive have agreed to consult on a proposed lead provider model. Consultation documentation is being finalised. The procurement timeline has been updated and new contract(s) will not be in place before 01/04/18. Scrutiny involvement is included in the timeline.

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2017-18

Meeting date	Meeting items	Actions Arising	Progress
12th July 2017	<ol style="list-style-type: none"> 1. Portfolio Overview 2. Leicester City Council Service Plan for Food Law Regulation 2017/2018 3. Spending reviews (standing item) 4. Work programme 		
6th September 2017	<ol style="list-style-type: none"> 1. TNS East & Central 2. Social Welfare Advice consultation 3. Getting the Best out of our Services in Neighbourhoods Review Report 4. Channel Shift Update 5. Spending reviews (standing item) 6. Work programme 		
25th October 2017			
7th December 2017			
24th January 2018			
28nd March 2018	<ol style="list-style-type: none"> 1. Community Involvement 2. Gambling impact task group report update on recommendations 3. Update on spending reviews 4. Channel shift 		

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2017-18

FORWARD PLAN / SUGGESTED ITEMS		
Topic	Detail	Proposed Date
Apps and digital offer	Love Leicester app and digital inclusion	
Budget		
CAB		
Children Services (TNS)	Children services (TNS and using buildings better)	
City Warden Service	Communication of role to public	
Cleansing Services review		
Communications Strategy		
Community Asset Transfer		
Community Safety	Public Spaces Protection Order (New Psychoactive Substances & Street Drinking): broad review	October 2017?
Council tax reduction:	Public consultation with interested parties (eg SWAP) Re DHP discretionary housing payment) and CSG (crisis support grant)	Alison Greenhill to schedule in context of policy review
Customer Services	Scrutiny review on getting the best out of our neighbourhood services Resident needs and communications <i>Task group update</i>	
DIY and Bulk	Consideration for charging for waste Consultation results may come back to scrutiny – March	
Emergency food: City's Food Banks	Overview and forthcoming developments Update report on volunteering numbers on food banks Voluntary action LeicesterShire	
Enforcement	Residents parking	
Fly tipping	Data from each ward City Wardens service	
Food Action Plan	Emergency food survey	
Food Safety: Public protection and	Update in respect of 2015.	May 2017?

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2017-18

regulation	Improvement plan Quality assurance and food procurement Halal meat in schools	
Gambling Impact Task Group report		
Libraries	Which community groups use this space?	
Neighbourhood Policing and Community Safety	Governments modern crime prevention strategy	
Payday Lenders		
Private Landlords.		
Regulatory Service review		
Social Welfare Advice Partnership	Report on advice provision and Council's response SWAP representative to be invited Single male claimants seeking help and crisis support	
Standards review		
Taxi Drivers	Child Safety/ screening process/ air quality	
Taxi Penalty System	12 month review – recommendation from NSCI August 2015	
The Furniture Bank Pilot Scheme: Evaluation & Future Options	Evaluation of pilot scheme and future options	
Trading Standards	Legal highs	
Transforming Neighbourhood Services	North East	
Using Buildings Better	Overview of the programme	
Voluntary and Community Sector	Voluntary Action Leicestershire	
Ward Community meetings		
Waste Management	Biffa contract 2028 Recycling figures and orange bags. Flats and terraced houses. Jan / March.	
Welfare reform	Briefing Impact and roll-out.	
KEY DECISIONS		
Community capacity spending review.	Published 24 th April 2017	Previously consulted on 25 th Jan 2017

