



Leicester
City Council

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

DATE: WEDNESDAY, 4 JULY 2018

TIME: 5:30 pm

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

Members of the Commission

Councillor Gugnani (Chair)

Councillor Thalukdar (Vice-Chair)

Councillors Aqbany, Govind, Halford, Hunter and Waddington
(1 unallocated non-grouped place)

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

Elaine Baker

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 (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

FIRE / EMERGENCY EVACUATION

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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 28 March 2018 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. TERMS OF REFERENCE

Appendix B

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

6. MEMBERSHIP OF THE COMMISSION 2018/19

Members are asked to note the membership of the Commission for 2018/19:

Councillor Gugnani (Chair)
Councillor Thalukdar (Vice-Chair)
Councillor Aqbany
Councillor Govind
Councillor Halford
Councillor Hunter
Councillor Waddington
(1 non-grouped place currently unallocated)

7. DATES OF COMMISSION MEETINGS 2018/19

Members are asked to note that meetings of the Commission for the 2018/19 municipal year are scheduled to be held on:-

Wednesday 4 July 2018
Wednesday 5 September 2018
Wednesday 17 October 2018
Wednesday 5 December 2018
Wednesday 23 January 2019
Wednesday 20 March 2019

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 2018

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 programme for the coming municipal year.

12. WASTE MANAGEMENT SERVICES OVERVIEW

Appendix D

The Director of Neighbourhood and Environmental Services submits a report providing an overview of waste services provided by the City Council's Waste Management Services and highlights some of the challenges facing those services. The Commission is recommended to comment on the services provided, noting the challenges facing the service.

13. REGULATION OF LEICESTER'S FOOD BUSINESS SECTOR - THE SERVICE PLAN 2018/19

Appendix E

The Director of Neighbourhood and Environmental Services submits a report introducing the draft Food Service Plan 2018/19 and providing information including the food sector from a food law regulatory perspective, proposed food law regulatory interventions for 2018/19 and key issues in the development of the national framework in response to the growth and diversity of the food

industry and reduced local authority budgets.

The Commission is recommended to note the work undertaken by Leicester City Council's Food Safety Team and comment on issues raised and the proposed work programme.

14. 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.



Leicester
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Appendix A

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

Held: WEDNESDAY, 28 MARCH 2018 at 6:15 pm

P R E S E N T :

Councillor Gugnani (Chair)
Councillor Thalukdar (Vice Chair)

Councillor Bajaj	Councillor Fonseca
Councillor Cank	Councillor Khote
Councillor Cutkelvin	

In Attendance

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

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68. APOLOGIES FOR ABSENCE

Although not a member of the Commission, Councillor Clarke (Deputy City Mayor – Environment, Public Health and Health Integration) apologised that he was unable to attend the meeting.

69. DECLARATIONS OF INTEREST

No declarations of interest were made.

70. MINUTES OF PREVIOUS MEETINGS

AGREED:

- 1) That the minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 24 January 2018 be confirmed as a correct record; and
- 2) That the minutes of the Special Meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held

on 13 March 2018 be confirmed as a correct record, subject to the last line of the second bullet point on page 6 being amended to refer to a competitive procurement procedure

71. PROGRESS ON ACTIONS AGREED AT THE LAST MEETINGS

The Chair reported verbally that, where appropriate, all actions agreed at the last meetings of the Commission, (held on 24 January 2018 and 13 March 2018), had been included in the Commission's work programme.

72. CHAIR'S ANNOUNCEMENTS

No announcements were made.

73. PETITIONS

The Monitoring Officer reported that no petitions had been received.

74. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

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

75. DISCRETIONARY POLICY REVIEW 2017/18

The Director of Finance submitted a report outlining the Council's Discretionary Housing Payment (DHP), Council Tax Discretionary Relief (CTDR) and Community Support Grant (CSG) policies. The report also presented key amendments intended to further focus intervention funding towards the prevention of homelessness and managing short term financial crises.

The Principal Policy Officer (Revenues and Customer Support) drew attention to the key priorities for the Council's discretionary policies and explained that:

- CSGs were non-cash crisis payments. Instead, items such as white goods were provided to enable someone to stay in their home;
- The introduction of a benefit cap had had a significant impact on city residents, with the reduction of the benefits cap to £20,000 per annum amounting to a cut of £3million in benefits received in Leicester. The impact of which was one of the main factors that discretionary housing payments were used to alleviate;
- Indications were that the budget for discretionary payments would reduce over the next three years by £150,000 per annum. At the end of this time, it would have returned to its 2013 level;
- The Council's legal obligation to support the most vulnerable claimants, and particularly those with severe disabilities who were unable to change their circumstances, would continue to be fulfilled;

- The Homelessness Reduction Act 2017 placed new obligations on the Council to ensure the continued availability of permanent accommodation. Funding therefore would be committed to vulnerable people in accommodation who were in danger of becoming homeless. Such funding would be provided for 12 months, to cover shortfalls in benefits. These households also would be encouraged to work with relevant services;
- Approximately 40% of DHP was spent on under-occupancy, more commonly referred to as the “bedroom tax”. The majority of people under-occupying property in the city were working age single people, many of whom were in two or three bedroomed properties. Approximately 2,200 people were under-occupying Council or housing association properties, (not all of which were in receipt of DHP), but approximately 4,000 people on the housing waiting list were classed as being overcrowded. The policy required people under-occupying property to register on the Council’s housing register to exchange their properties for smaller one, but many did not register. It therefore was not proposed to change the Council’s policy, but to enforce it as written. However, under-occupied households who had not previously sought assistance would continue to receive a 13 week “grace period” before conditions were applied; and
- A successful pilot project had been undertaken with the Citizens Advice LeicesterShire (CAL) to support people affected by the benefit cap. These people had been provided with targeted short-term payments that tapered over time. Recipients also were encouraged to work with the CAL to address their situation through improving their skills, (for example, in budgeting). The project had been successful in assisting Benefit Income Cap households in to employment, which had resulted in these households moving out of the cap situation.

Members expressed concern that the Council’s policy on action to be taken in relation to under-occupying households had not been properly applied. The Council did not support the “bedroom tax”, but not applying the policy appeared to have created additional problems, particularly in relation to not being able to reduce overcrowding for other tenants.

Concern also was expressed that starting to apply the policy regarding under-occupancy correctly now would not only have a significant impact on tenants who had been supported for some time, but also would create a lot of extra work for housing officers. It was noted that this also had been a concern when this report had been considered by the Housing Scrutiny Commission at its meeting on 12 March 2018, (minute 77, “Discretionary Policy Review 2017/18” referred).

The Director of Finance advised the Commission that it was acknowledged that it had not been realised until this review was undertaken how different the aspirations for this policy were between Housing and Financial Services officers. In previous years, the way the grant was operated had created pressure to ensure that the money was spent, but it no longer was possible to

fund people in under-occupied properties indefinitely, so the policy would have to be enforced more strictly.

The Principal Policy Officer (Revenues and Customer Support) noted that very few households had been continuously supported since 2013, so enforcing the policy now was unlikely to have the feared impact on tenants. Housing officers had confirmed that one-bedroom properties were available for single people to move in to, especially through the Home Swap scheme.

The Commission also expressed concern that enforcing the under-occupancy policy would impact on people who had lived in a property for a long time, particularly older people. Members were assured that the policy included provision not requiring older people to move from under-occupied properties where it would not be appropriate to do so.

It was queried whether vulnerable people who needed sustained help would continue to receive this. Officers noted that the CAL had worked successfully with the people referred to it under the pilot scheme. People often got better outcomes through engaging with the CAL, as the CAL was able to recommend alternative ways forward.

Members queried what the welfare reform reserve referred to in the report covered. In reply, the Director of Finance explained that it had been created using surplus funds originally provided for CSG when responsibility for crisis support transferred to the council from the Department for Work and Pensions in 2013. Grant funding was provided for 2 years, but then ceased in 2015. Anticipating this would happen, funds received had been managed carefully to ensure they would last as long as possible. To avoid the type of fraud experienced in other parts of the country, the Council purchased goods to assist those in crisis, rather than provide a cash grant, and also used the funds for other relevant welfare reform work. It was anticipated that, on the basis of drawing down approximately £500,000 per year, this reserve would last until about 2021/22.

It was suggested that consideration could be given to including reference in the Council Tax Discretionary Relief Policy 2018-2020 to the measures that could be taken by the Council to ensure that it was not financially exploited by recipients of Council Tax Discretionary Relief.

Members questioned why that policy was not more explicit about the vulnerable groups it aimed to protect. For example, although it referred to 'race', no reference was made to people such as refugees or asylum seekers. It also was suggested that the exceptional circumstances referred to in paragraph 1.4 of Appendix B to the Policy could be extended to include people experiencing a severely debilitating mental health episode. In reply, it was explained that there were some legal limitations on assistance that could be provided for refugees and asylum seekers, but the points raised here could be considered.

AGREED:

- 1) That the Director of Finance be asked to consider amending the Council Tax Discretionary Relief Policy 2018-2020 to:
 - a) identify the measures to be taken by the Council to ensure that the Council is not financially exploited by recipients of Council Tax Discretionary Relief;
 - b) consider whether the vulnerable groups identified in the Policy can legally be extended to include refugees and asylum seekers; and
 - c) consider whether the exceptional circumstances outlined in paragraph 1.4 of Appendix B to the Policy can be extended to include people experiencing a severely debilitating mental health episode;
- 2) That, subject to 1) above, the amendments to the Council's Discretionary Housing Payment Policy, Council Tax Discretionary Relief Policy and Community Support Grant Policy be supported; and
- 3) That the Director of Finance be asked to provide the Commission with a review of the implementation of the policies listed in 2) above in 12 months' time.

76. SPENDING REVIEWS

No updates on spending reviews affecting services within this Commission's portfolio were presented.

77. WORK PROGRAMME

AGREED:

That the work programme for the Commission be received and noted.

78. VOTES OF THANKS

As this was the Commission's last scheduled meeting for this municipal year, the Chair thanked all Members and officers for their work on this Commission.

In reply, Councillor Master, Assistant City Mayor – Neighbourhood Services, thanked the Chair and Vice-chair for their work on behalf of the Commission.

79. CLOSE OF MEETING

The meeting closed at 7.35 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:

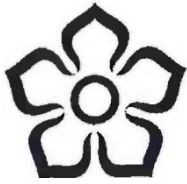
- Overview Select Committee (OSC)
- Adult Social Care Scrutiny Commission
- Children, Young People and Schools Scrutiny Commission

- 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 2018

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 the City Mayor, a number of Assistant City Mayor portfolios and Deputy City Mayor portfolios:-

Cllr Adam Clarke - Deputy City Mayor - Environment, Public Health & Health Integration

Cllr Kirk Master - Assistant City Mayor - Neighbourhood Services

Cllr Andy Connelly - Assistant City Mayor - Housing

Cllr Vi Dempster – Assistant City Mayor – Adult Social Care and Wellbeing

Cllr Piara Singh Clair - Deputy City Mayor - Culture, Leisure, Sport and Regulatory Services

Cllr Manjula Sood - Assistant City Mayor - Communities and Equalities

Cllr Mustafa Malik - Assistant City Mayor - Voluntary and Community Sector

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 C1 to C3 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, and over 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 develop and support community groups to engage in positive work that will enable communities to become more resilient.
- 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 engage with and empower communities to help shape the future of public services in neighbourhoods.
- To deliver reading, health, digital, information, learning and cultural offers for the residents of Leicester through our libraries and community centres as part of the national Universal Offer scheme developed by the Society of Chief Librarians in partnership with Arts Council England.

(b) Waste Management

Deputy City Mayor: Cllr Adam Clarke

Head of Waste Services: Geoff Soden Tel: 454 6732

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 include 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.

New services offered in the last few years include a reuse shop at Gypsum Close, where unwanted items can be donated to LOROS, instead of being disposed of. There is a new trade waste facility at Gypsum Close to enable small and medium businesses the opportunity to recycle and dispose of their wastes. The service also offers a subscription based Garden Waste Service which runs from March to the end of November.

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

Deputy 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 630 miles of streets on a weekly basis, removing 4,350 tonnes of litter annually and over 8,500 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.

Cleansing Services are also responsible for the inspection and removal of abandoned vehicles within Leicester, provides the collection service for all general and recycling waste for Leicester City Council buildings and schools and will remove and provide security advice when dealing with hypodermic needle collections.

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:-

Riverside Festival
Belgrave Mela
Caribbean Carnival
Diwali
Leicester 10k Marathon
Skyride
Castle Classic
Community Fete's
Christmas light switch on

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. They also remove flyposting and clean up after road traffic accidents and spillages on the highway.
- 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 1800 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.

Continued cleansing Improvements within toilet facilities in the City.

Review the graffiti team and introduce new operational methods including integrated pump vehicles to improve efficiency and flexibility.

Introduce an in-house street washing service.

(d) Regulatory Services and Community Safety

Deputy City Mayor: Cllr Piara Singh Clair
Assistant City Mayor: Cllr Kirk Master
Assistant City Mayor: Cllr Dempster
Assistant City Mayor: Cllr Connelly

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 Andy Connelly)

This team aims to ensure that private rented properties in the City are suitable for occupation. The team investigates complaints and inspects 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 investigates 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 Piara Singh Clair)

The Licensing Team works 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.

Food Safety Team (Cllr Piara Singh Clair)

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 Piara Singh Clair)

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.

Trading Standards Team (Cllr Piara Singh Clair)

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

Prevent & Community Cohesion – Cllr Kirk Master

- a) Under the Counter-Terrorism and Security Act 2015, local authorities have a duty to “have due regard to the need to prevent people from being drawn into terrorism”, known as the Prevent duty. This means safeguarding people and communities from terrorism, and stopping people becoming terrorists.
- b) The Prevent strategy is one of four elements of the government’s counter-terrorism strategy, ‘Contest’ (alongside Pursue, Protect and Prepare). It involves:
 - Responding to the ideological challenge we face from terrorism;
 - Responding to extremism and the threat we face from those who promote extremist views;
 - Providing practical help to prevent people from being drawn into terrorism;

- Working with a wide range of sectors (including education, criminal justice, faith, charities and health) where there are risks of radicalisation;
 - Covering all forms of terrorism, including far-right extremism and some aspects of non-violence extremism.
- c) Leicester City has been identified as one of 30 national “priority areas” for Prevent work. These areas are considered to be at greatest risk from terrorism and receive Home Office funding for a local coordinator. A multi-agency Prevent Delivery Plan, based on the risks and threats of people becoming involved in (or supporting) violent extremism in the LLR area has been established.
- d) Leicester City Council is keen to be seen as a pioneer of good practice and has implemented various internal and external measures in order to fulfil its Prevent duty, as a result the current priorities of Leicester City Council’s Prevent Action Plan are:
- Exploring ways of monitoring Prevent referrals made from within LCC;
 - CTLP – obtaining ‘soft intelligence’ from frontline staff;
 - Establishing a pool of Prevent ‘champions’ to deliver internal training on a rota basis;
 - Ensuring that LCC does not provide a platform for extremists (e.g. through room bookings, public computer facilities, procurement or ward funding);
 - Establishing links and engaging with maintained schools;
 - Understanding out-of-school settings supporting children.

Domestic & Sexual Violence – Cllr Vi Dempster

- a) Sexual and domestic violence are prevalent issues within Leicester. They have a wide reaching impact on Leicester residents and public services. The government strategy on domestic violence and sexual violence is called the Violence against Women and Girls Strategy and this was last updated in March 2016 (it includes action for men and boys affected
- b) The City Council currently manages four main service contracts for sexual and domestic violence, one on behalf of a joint commissioning and assurance board comprising city council, Leicestershire county council, Rutland county council and the police and crime commissioner.
- c) The Leicester City Council, sexual and domestic violence team within Community Safety have undertaken a needs assessment for Leicester, Leicestershire & Rutland; the outcome of this work will inform the DSV strategy.
- d) The Safer Leicester Partnership has statutory responsibility for domestic homicide reviews, as a result the DSV Team is responsible for carrying out the operational work related to carrying out DHRs.

Community Safety (Crime & ASB) – Cllr Piara Singh Clair
Safer Leicester Partnership – Cllr Piara Singh Clair

- a) Section 17 of the Crime and Disorder Act puts a Duty on Local Authorities to ensure that it considers Crime and Disorder as it delivers all of its functions. It is the role of the Community Safety Service in particular CrASBU to ensure this happens appropriately and consistently across Leicester City Council and wider, within the local authority area.
- b) CrASBU work with partners by identifying actions to reduce medium to high risk crime and anti-social behaviour issues which have come into the Team. The team represent the wider service/council on key issues and police initiatives such as knife crime and street lifestyle concerns with a view to identifying and putting in place proactive solutions. Furthermore the team take the lead on issues such as begging and establishment of PSPOs. Where low risk and single based issues are raised with the team, these are passed onto other services (both internal and external) and/ or referred back to residents to self-manage where possible.
- c) The service also supports the Safer Leicester Partnership, the Community Safety Partnership in Leicester.

Standards and Development

Assistant City Mayor: Cllr Kirk Master
Deputy City Mayor: Cllr Adam Clarke
Deputy City Mayor: Cllr Piara Singh Clair

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

Assistant City Mayor: Cllr Kirk Master:

City Warden Service

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

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

CCTV

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

Noise Control Team

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

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

Deputy City Mayor Cllr Adam Clarke:

Allotments

The management of all Council owned allotments in Leicester, through both direct let provision and also partnership management in conjunction with the Leicester Allotment and Gardeners Council (LAGC).

Deputy City Mayor Cllr Piara Singh Clair:

Landscape Development

Management of landscape improvements in Leicester's parks and open spaces, utilizing capital funding, grant awards, and s106 developer contributions.

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.
- Creation of a new public open space at St Mary's former allotments
- Creation of a new public open space at Franklin Fields
- Replacement of the iconic Dalben Tower slide at Bede Park
- Completion of the Allotment Strategy Infrastructure Improvements Phase II project
- Maintain the level of allotment take-up across the city
- Bring about the improvement of landscape facilities through the use of developer contributions
- Implement the new littering from vehicles regulations
- Further develop both the business and domestic duty of care programme of visits, including education, and provide analysis
- Bring about a further reduction in the incidences of fly-tipping
- The purchase, introduction, and management of corporate body worn video for vulnerable front-line services
- Implementation of the CCTV improvement project
- Undertake the move from the Ian Marlow Centre to the corporate Data Centre for the operational CCTV team
- Introduction of a single Smoke Control Order for the City of Leicester
- Ensure response times for initial complaints and calls from existing customers to the Noise and Pollution Monitoring service are met for over 90% of the time
- Ensure that customer Satisfaction with the Noise and Pollution Monitoring Service remains over 90%
- Ensure inspections undertaken under the Environmental Permitting and Petroleum Consolidation Regulations are in line with the premises risk rating
- To continue the monitoring of large-scale festival and events, including attendance at meetings and monitoring of events on the day
- Introduction of a Regulatory Compliance Officer apprenticeship programme
- Undertake consultation for a bins on streets PSPO, implementing as required
- Continue to target the top 10 streets for fly-tipping and side waste
- Update the abandoned shopping trolley policy

Finance Division

Director: Alison Greenhill

Tel: 454 4001

(a) Web Team

City Mayor: Sir 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 as well as other key websites. This is in conjunction with the Digital Media Team who manage and quality assurance content on Leicester.gov.uk and services who manage more specific websites eg Visit Leicester, Story of Leicester.

Key Priorities for the Web Team include:-

- Improving core Website usability and accessibility.
- New improved framework for website commissions to streamline procurement process and improve site standards.
- Improve the development 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 Kirk Master

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. The

service manages the Advice contract for the City which has recently been tendered following a detailed review.

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 to 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 emails/eforms.

Key Priorities include:-

- Implementing the Digital Transformation Strategy across the Council including improvements to the on-line customer experience.
- Achieving efficiencies through service improvement.

Delivery, Communications and Political Governance Division

(a) Communications and City Mayor

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

City Mayor

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: Hannah Watkins Tel: 454 5811

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 provides 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 seeks 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. The priorities for the team are articulated in the Corporate Equality Strategy and supporting action plan. A new strategy and action plan were agreed by Full Council in June 2018.

(d) Corporate Voluntary and Community Sector Engagement

Assistant City Mayors: Cllr Manjula Sood and Cllr Mustafa Malik

Director: Miranda Cannon

Tel: 454 0102

VCS Engagement Manager: George Ballentyne

Tel: 454 4146

Within the Division there is a Voluntary and Community Sector (VCS) 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 includes oversight of the corporate contract for VCS Infrastructure support with Voluntary Action Leicestershire, and management of Crowdfund Leicester crowdfunding platform through which organisations seek to raise funding for projects and can access support including from the VCS Engagement fund. Responsibility for support to the City Mayor's Faith and Community Forum also sits in this area.

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

The Public Sector Equality Duty is a duty on public bodies and others carrying out public functions. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, in delivering services, and in relation to their own employees.

The Equality Duty supports good decision-making – it encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs.

By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

This portfolio of services serves people from 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.

Surinder Singh, Equalities Officer Ext. 37 4148

6. Background Papers - Local Government Act 1972

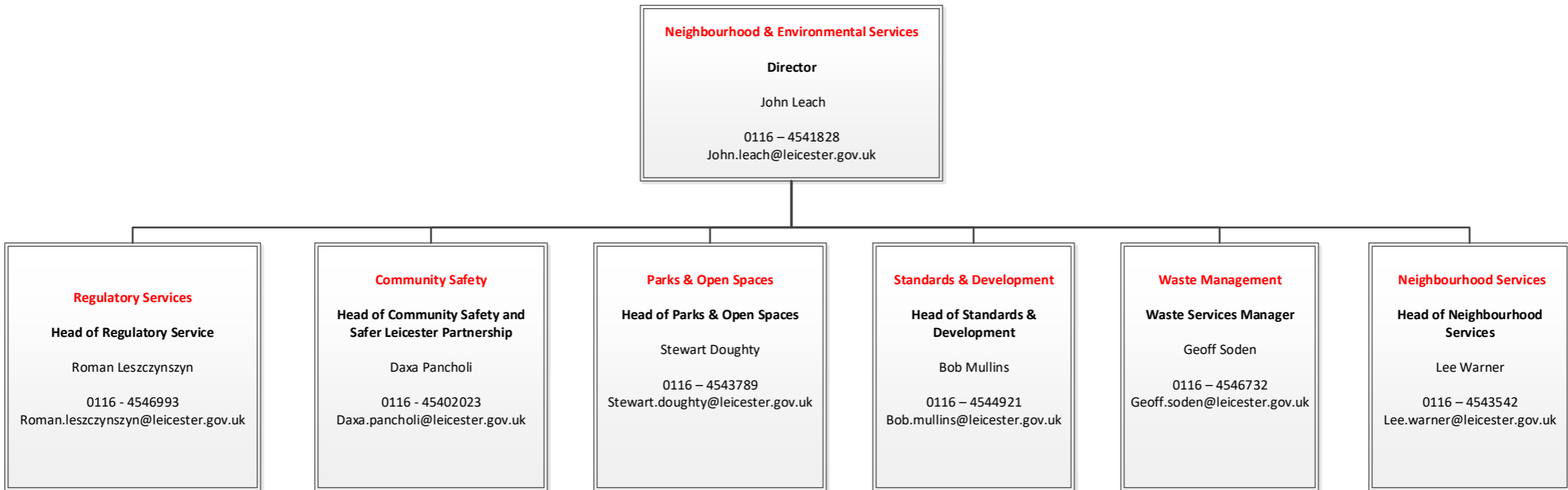
6.1 No specific papers.

7. Consultations

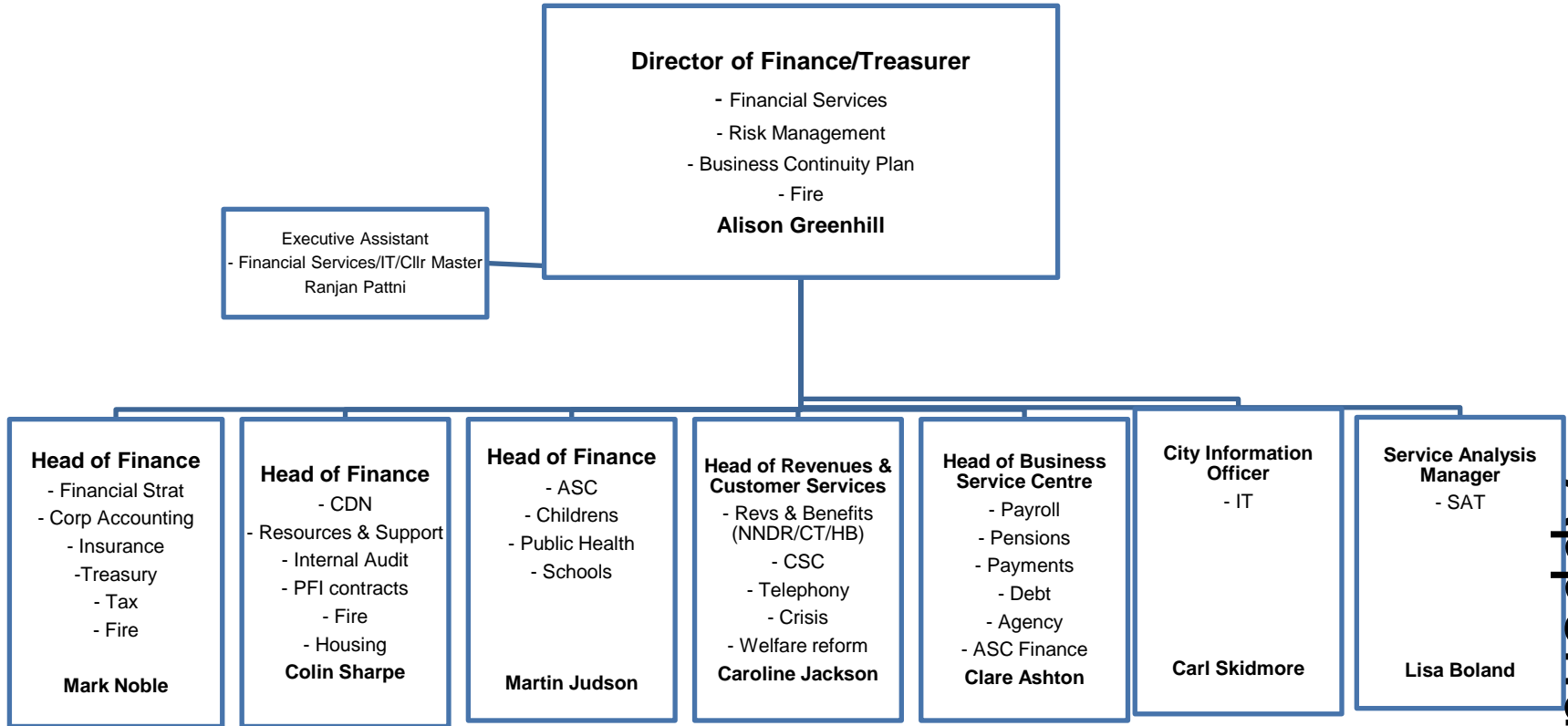
7.1 Contributions provided by the Directors/ Heads of Service named in this report.

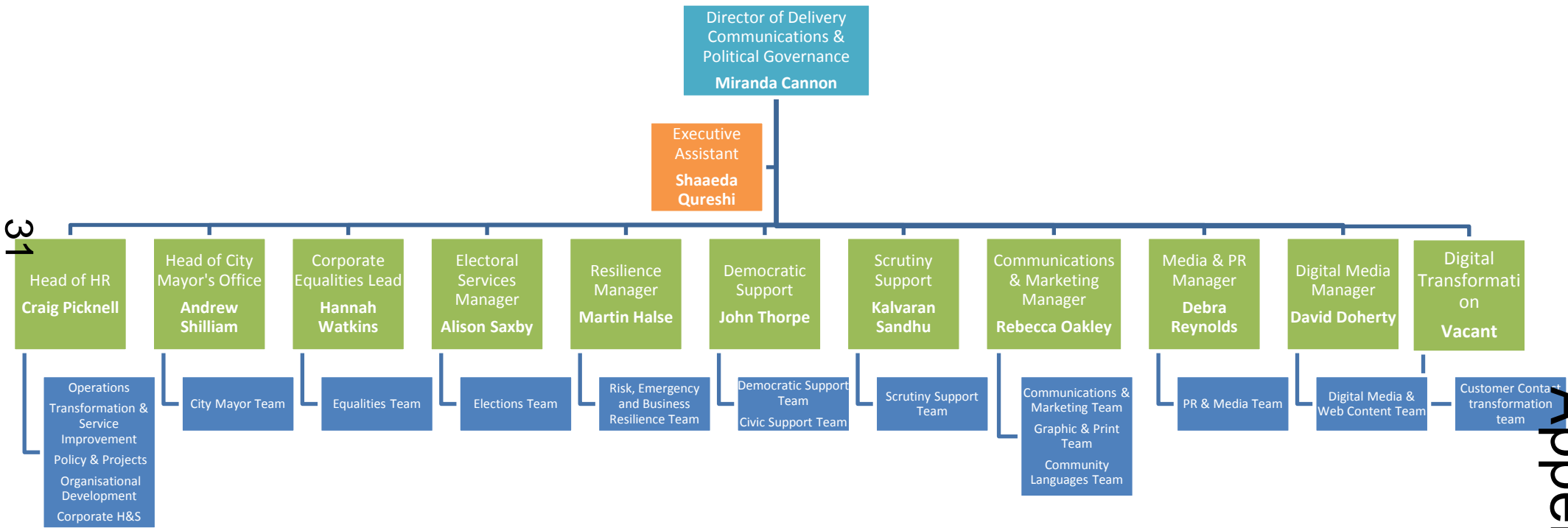
8. Report Authors

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



Finance Division





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Report to Scrutiny Commission
Neighbourhood Scrutiny & Community
Involvement Commission



Waste Management Services Overview

Date of Commission meeting: 4th July 2018

Lead director: John Leach

Useful information

- Ward(s) affected: All
- Report author: Geoff Soden, Head of Waste Services; Luke Crown, Service Development Manager
- Author contact details: geoff.soden@leicester.gov.uk 0116 454 6732;
luke.crown@leicester.gov.uk Direct line 0116 454 6741
- Version 1.0 NSCIC

1. Purpose of report

- 1.1 The paper provides an overview of waste services provided by the City Council's Waste Management Services to the Neighbourhood Scrutiny and Community Involvement Committee and invites comments from Members.
- 1.2 The paper provides an overview of services, as well as highlighting some of the challenges facing the service.

2. Summary

- 2.1 This report provides an overview of the waste management services provided to residents of Leicester.
- 2.2 Services include weekly collection of refuse and recycling, clinical waste collection, bulky waste collection, provision of 2 household waste recycling centres which are all delivered through a 25 year Public Finance Initiative contract with Biffa Leicester. This includes over 13 million collections per year.
- 2.3 The contract includes the treatment and disposal of the waste collected, through the provision and operation of two treatment facilities. The contract collects, treats and disposes of 130,000 tonnes of waste per year (2016/17 figures).
- 2.4 The net budget for the services provided is £16.3 Million per year.
- 2.5 There are challenges facing the service include increasing tonnages as the City grows there are more houses and a greater population producing more waste.
- 2.6 In addition the legislative framework which governs waste is always changing and this is further complicated because of the uncertainty of Brexit and how this may affect future recycling and composting targets and other environmental regulations.
- 2.7 The report will be supported by a presentation during the Scrutiny Committee on the 4th July.

3. Recommendations

- 3.1 NSCI Scrutiny Commission is asked to comment on the services provided and note the challenges facing the service.

4. Report/Supporting information:

- 4.1 Collection & disposal services** The Council provides a range of waste services to residents in Leicester, including refuse bin and recycling bag collections from all domestic properties. Other services provided include clinical waste collection, garden waste collection, recycling banks, two Household Waste Recycling Centres and a bulky waste collection. These services are delivered through a 25 year PFI contract in partnership with Biffa Leicester, which commenced in 2003.
- 4.2** A weekly refuse and recycling collection service is provided to 135,570 domestic properties (as of 2017) in the city. Biffa complete in excess of 13 million kerbside collections every year, with 99.96% refuse bins completed successfully first time in 2017/18.
- 4.2** Orange recycling bags are provided to houses in the city, while generally, communal recycling bins are provided to flats. Plastics, metals, cardboard, paper and glass are collected for recycling.
- 4.3** A bulk waste collection service provides householders with the opportunity to dispose of 5 bulk waste items every 2 months for free. It should be noted that the majority of council's now charge for bulk waste collections. Almost 38,000 bulk waste collections were completed in 2016/17.
- 4.4** An on request clinical waste collection service provides householders with the ability to dispose of sharps that they have used to self-administer their medication at home. The service also collects clinical waste from residents who are being treated at home by the NHS. Over 3,700 collections were made last year.
- 4.5** Two Household Waste Recycling Centres (HWRCs) are provided at Gypsum Close and Freeman's Common for the disposal of a wide range of wastes from rubble to wood and green waste to textiles. Since the opening of the new Recycling Centre at Gypsum Close in April 2015, there have been over half a million visitors to site.
- 4.6** The LOROS Reuse shop provided at Gypsum Close continues to be extremely popular, with 218 tonnes of items reused or recycled in 2017/18. Approximately 350,000 items were given a second lease of life by being reused rather than recycled or disposed of. A trade waste facility is also provided for SMEs to make it easy for them to dispose of their waste responsibly – the customer base and the facility's popularity continues to increase.
- 4.7** A network of recycling banks is provided around the city, collecting paper/card, glass and textiles for recycling.
- 4.8 Waste treatment services:** Biffa maintains and operates the Ball Mill (a Mechanical Biological Treatment (MBT) facility) which sorts the general waste collected from householder's black wheeled bins. The plant ensures that as much waste as possible is diverted from landfill. Ferrous and non-ferrous metals are extracted for recycling, while light materials such as plastics, cardboard and paper are removed and used as a fuel to create heat and energy. Food waste and other organic waste is also separated by the plant. The plastic, cardboard and paper that has not been recycled in the Orange Bags and placed in general

waste bins for collection has been contaminated with food and other general waste and as such is not of a high enough quality for normal recycling. C.65% of the waste received at the Ball Mill is diverted from landfill.

4.9 All of the organic waste extracted at the Ball Mill is sent to an Anaerobic Digestion facility at Wanlip, also operated by Biffa under the contract. The extracted food waste is mixed with water to create slurry, and is then screened and filtered to remove any remaining contaminants including paper, fabrics, glass and grit. The liquid fraction is then discharged into digestion tanks to produce biogas and eventually a soil conditioner. The biogas is used to generate electricity which then fed back into the national grid. In 2016/17 circa 30k tonnes of organic waste was delivered to the facility to be composted.

4.10 Recycling collected in orange bags is bulked and delivered to Materials Recycling Facilities. The materials are mechanically and manually sorted into separate waste streams for bulking and onward reprocessing into new products.

4.11 Environmental performance The Council achieved a recycling and composting rate of 40.3% and a diversion from landfill rate of 64.8% in 2016/17. Appendix D1 details the Council's performance to date.

4.12 This compares well with Biffa's contractual target for recycling and composting of 38.56%.

4.13 However last year (2017/18) Biffa suffered major breakdowns at both their Plants resulting in a significant reduction in recycling and composting performance. At this time the final performance has not been verified, but it is likely to be in the region of 35%.

4.14 Core service improvements to date: Since the commencement of the contract a number of improvements have been introduced, which are summarised in the table below:

2011	2012	2014	2015	2017
Introduction of orange recycling service to houses over 105,000 households	Introduction of orange recycling service to flats	Introduction of optional garden waste service	Opening of new Gypsum Close Recycling Centre, Reuse shop & Trade waste facility	Introduction of recycling to 390 flats at Aikman Avenue with new purpose built bin stores

Table One – Summary of service enhancements

4.15 Ongoing projects/service delivery improvements: In addition to the above further improvements to the service are being trialled.

4.16 Bulk waste collection booking enhancements: Worked with the Digital Transformation Team to provide an improved online experience for customers in

booking bulk waste collections through introducing instant collection day selection at time of booking. Introduced in May 2018.

- 4.17 Small electrical waste recycling trial:** Introduction of small electricals kerbside recycling to selected properties in the city under a pilot to test the concept in Leicester. If successful, a citywide roll out is planned.
- 4.18 Digital permit to tip:** Plans are being developed with the Digital Transformation Team to introduce a digital permit to tip, replacing the current paper system used at Gypsum Close Recycling Centres for vans and cars with trailers. The new system will increase efficiency and provide improved intelligence to prevent waste fraud.
- 4.19 University student waste campaigns:** Waste Management attended the De Montfort University and University of Leicester freshers fairs to engage with the new student intake. All managing agents of Halls of Residence were engaged with, with instructional leaflets and promotional emails provided to new students on the correct use of their communal recycling facilities. A student campaign was also conducted through social media reaching 12,844 students and resulting in 624 students being directed online to order orange recycling bags.
- 4.20** Working with the British Heart Foundation 6 banks have been installed in student areas on a temporary basis for 8 weeks to collect unwanted items from students so that they can be reused. In addition a trial is being undertaken on selected roads to provide a bulk waste service tailored to students leaving at the end of the academic year to tackle the annual end of academic year student waste clear out.
- 4.21 Promotional events and schools engagement:** Ongoing engagement in Leicester schools regarding the recycling services and the importance of recycling. Biffa have recently completed a refurbishment of the Ball Mill education suite to further enhance the offering to schools. So far this year 11 events have been attended at five different schools.
- 4.22** Waste Management are planning to attend a variety of events this summer to engage with residents on the use of the council's waste service. We recently attended the Riverside Festival and seven other events so far this year. We also organise groups to visit the Ball Mill.
- 4.23 Future challenges:** There are multiple pressures, including:
- Total wastes generated in the city are increasing annually, which is also mirrored at a national level. This has financial implications for the service – the more waste collected and disposed of, the higher the cost to the Council.
 - There are an increasing number of flats in the city. It is widely accepted that flats generally do not perform as well as houses in participating in recycling services. This is often due to a mixture of real and perceived barriers to recycling.
 - Increasing population and number of households.
 - Last year there were two significant breakdowns of the Wanlip and Bursom treatment plants. These resulted in the recycling and composting rate not meeting the contractual target of 38.56%. The actual figure is still to be confirmed but looks to be in the region of 35%.

- There have been complaints over the years regarding odour at times in the vicinity of the Ball Mall. Whilst Biffa has put in place certain measures to help mitigate concerns locally continue. The site is regulated by the Environment Agency (EA) who has not reported any recent breaches in the Company's Environmental Permit. The Council continues to respond to community concerns working with the EA and Biffa Leicester.
- Future changes in legislation may impact on the cost of the service. A recent change in law, for example, has meant increased cost of landfill tax applied to sand produced by the Wanlip Anaerobic Digestion process. Steps are being taken to try and mitigate this increased cost, but these may not be successful.

4.24 Finance: The City Council has a 25 Year Private Finance Initiative Integrated Waste Management Contract with Biffa Leicester Limited. The overall net budget for Waste Management is £16.3 million, although as noted in budget monitoring reports the budget has become insufficient in recent years. It is envisaged that funding will be realigned during 2018/19 within the overall resources available to the CDN Department.

5. Details of Scrutiny

The Neighbourhood Services and Community Involvement Scrutiny Commission scrutinise the decisions for Waste Management. The report will be presented to the NSCISC meeting on the 4th July 2018 by lead Councillor Adam Clarke.

6. Financial, legal and other implications considered by the Executive

6.1 Financial implications

There are no financial implications arising from this report.

Colin Sharpe, Head of Finance, ext. 37 4081

6.2 Legal implications

There are no implications arising directly from the recommendations of this report. There are however, for context, a few points to note:

- The report mentions changes in law. As a general rule, where these relate to the services of waste collection and disposal specifically, then the cost of compliance is a risk that sits with the Council.
- The services provided are a mix of statutory duties and non-mandatory powers. Where they are mandated there is little discretion in terms of cost recovery. This is a growing area of interest and there have been a number of high profile national issues, such as the charging for disposal of household DIY waste.

- The agreement with Biffa allows for the proper contract management processes to deal with the failure to meet the recycling target and other performance issues under the contract.

Emma Horton, Head of Law (Commercial, Property & Planning)

6.3 Climate Change and Carbon Reduction implications

6.3 Climate Change and Carbon Reduction Implications

The organic waste extracted at the Ball Mill is sent to the Anaerobic Digestion facility at Wanlip and the biogas produced is used to generate electricity. The electricity generated annually is approximately equivalent to the amount of electricity used by the Ball Mill.

Although not included in the scope of the council's carbon footprint calculation, treating the municipal waste produced by the city generates significant greenhouse gas emissions.

The future strategic direction of waste management in Leicester will be dictated by the EU Circular Economy Package that proposes a target to recycle 65% by 2030. It has been calculated that the implementation of the Package will also cut greenhouse gas emissions across Europe by between 2% and 4%.

Mark Jeffcote, Sustainability x372251

6.4 Equalities Implications

Waste Management services are effectively generic services provided to all residents irrespective of their protected characteristics. Service adjustments are generally made where residents may find it difficult to place refuse or recyclables out for collection.

Surinder Singh Equalities Officer tel. 37 4148

6.5 Other Implications

None.

7. Background information and other papers:

N/A

8. Summary of appendices:

N/A

9. 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.

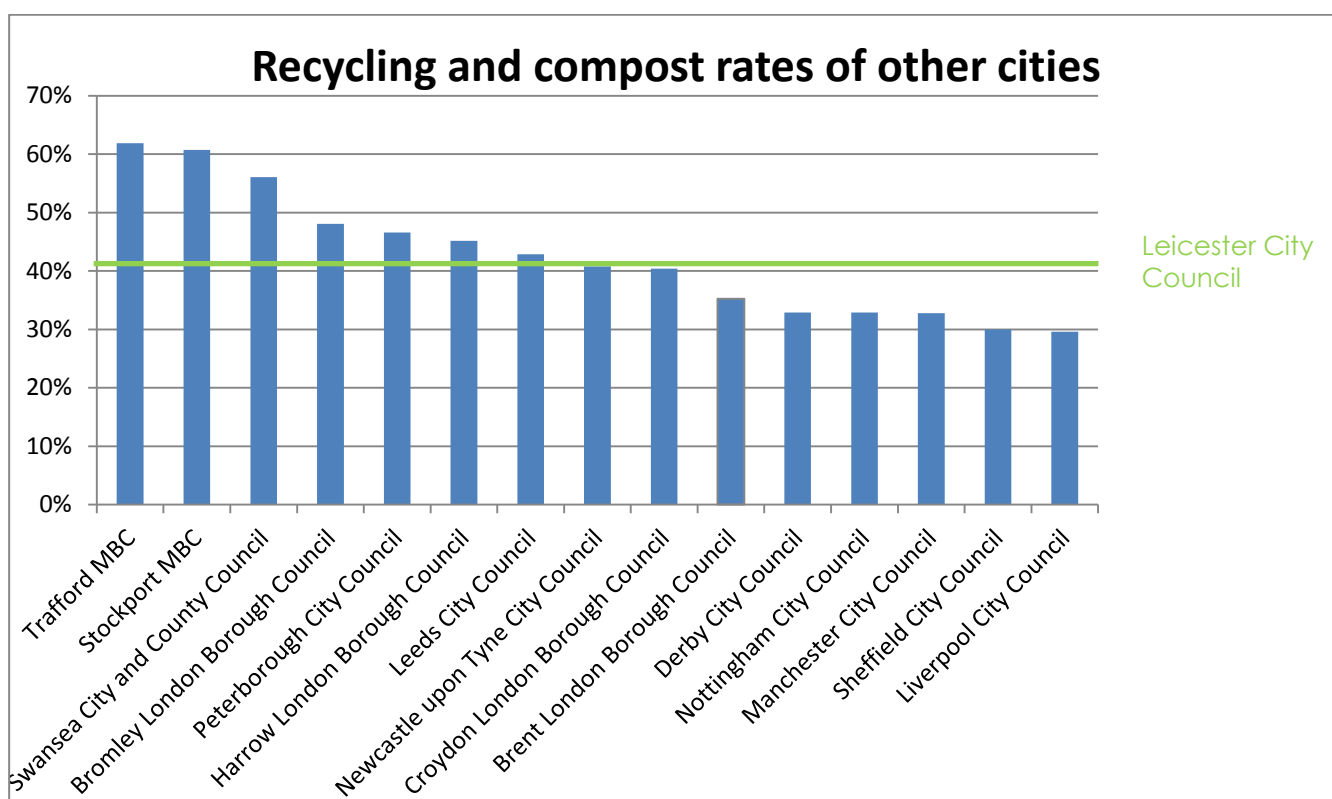
10. Is this a "key decision"?

No

Table Two: Leicester City Council waste performance data

LCC rates	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17
% Recycling	16.33	16.97	17.05	17.26	18.09	22.4	23.92	23.12	22.52	20.84	20.16
% Composting	10.88	16.42	13.62	22.58	22.4	19.45	17.55	19.93	12.09	20.56	20.14
Total	27.18	33.39	30.37	39.84	40.49	41.85	41.47	43.05	34.61	41.40	40.30
% Refuse Derived Fuel	7.23	8.63	12.38	0.03	5.76	27.64	27.36	30.21	40.82	30.01	24.53
% Diversion	34.41	42.02	42.75	39.87	46.25	69.49	68.83	73.26	75.43	71.41	64.83

Graph One: Comparison of Leicester with other cities



Appendix E

Neighbourhood Services & Community
Involvement Scrutiny Commission

4 July 2018

Briefing Report

**REGULATION OF LEICESTER'S
FOOD BUSINESS SECTOR –
THE SERVICE PLAN 2018/19**

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: FINAL
- Date of report: **22 June 2018**

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 introduces the draft Food Service Plan 2018/19 (attached at Appendix E1) and provides information on:
 - The food sector from a food law regulatory perspective
 - Proposed food law regulatory interventions for 2018/19
 - Case studies illustrating the diversity of LCC interventions
 - Key issues in the development of the national framework in response to the growth and diversity of the food industry and reduced local authority budgets.
- 1.4 The finalised Food Service Plan 2018/19 will be presented to Council for member endorsement.

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 and the proposed work programme.

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	2013	2014	2015	2016	2017	2018
manufacturers & distributors	72	73	73	81	90	98
importers/exporters	11	11	6	6	9	8
distributors/transporters	83	80	77	82	87	94
retailers	868	848	730	773	782	800
restaurants & caterers	2052	2100	1942	2000	2028	2028
totals	3086	3112	2828	2942	2996	3028

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.

	2013	2014	2015	2016	2017	2018
New Business Registrations	506	456	527	507	540	519

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:

	2012	2013	2014	2015	2016	2017	2018
percentage "broadly compliant"	71.1	70.4	71.5	79%	82%	84%	84%*

Table 'Broad compliance' with standards in Leicester (all establishments) *national average at end of 2016/17 was 88%

Food Hygiene Rating	2013	2014	2015	2016	2017	2018
5 very good	674	784	1008	1157	1337	1397
4 good	347	370	472	493	483	462
3 generally satisfactory	414	418	536	575	452	407
2 improvement necessary	119	114	143	141	160	151
1 major improvement necessary	225	225	193	156	127	103
0 urgent improvement necessary	39	24	19	21	8	11
Totals	1818	1935	2371	2543	2567	2531

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

3. The Proposed 2018/19 Intervention Program

5.1 Based on statutory guidelines the inspection programme for 2018/19 consists of:

- 1278 food businesses to be inspected
- 15 Approved Establishments to be inspected
- 520 new food businesses/establishments are forecast to be registered and which will require support and inspection

5.2 22 food businesses/establishments have been carried over from the 2017/18 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 2018/19

5.3 Proposed Compliance Projects 2018/19

The following compliance projects are proposed:

5.3.1 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.

5.3.2 Acrylamide

Acrylamide is a chemical substance formed when starchy foods, such as potatoes and bread, are cooked at high temperatures. Acrylamide levels found in food have the potential to increase the risk of cancer for people of all ages.

New legislation which came into force in May 2018 requires all food businesses operators to put in place simple practical steps to manage acrylamide within their food safety management systems. This will ensure that acrylamide levels in their food are as low as reasonably achievable.

EC Regulation 2017/2158 establishes best practice, mitigation measures and benchmark levels for the reduction of the presence of acrylamide in food.

This project aims to identify Leicester based manufacturers and caterers likely to be producing foods that will be higher in acrylamide and contact and inform those businesses of the new requirements.

5.3.3 Promotion of 5 Rated Establishments

Introduce an additional level of recognition for Food Establishments that routinely achieve a Food Hygiene Rating score of 5.

5.3.4 Illicit Alcohol – Bars/nightclubs

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

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 related illness.
 - Ensure that Leicester's food businesses 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 2017/2018:

Food Safety Team Activity and Actions

Advice Visits	Inspections (Hygiene)	Inspections (Standards)	Compliance Verification	Sampling Visits	Intelligence /Info Gathering	FHRS Re-ratings
238(292)	1656(1815)	811(698)	1360(1433)	151(95)	79(79)	139(128)

Voluntary Closures	Seizure, Detention & Surrender	Suspension/ Revocation of Approval	Emergency Prohibition Notice	Improvement Notice	Remedial Action & Detention Notice	Written Warning	Simple Caution	Prosecution initiated
4(10)	2(5)	0(2)	4(2)	46(60)	0(0)	1701 (1707)	10(5)	1(0)

Numbers in brackets are values for 2016/17

5. Supporting Information – Case Studies

Investigating a Food Poisoning Outbreak

To celebrate the end of Diwali 2017, employees at three Leicester offices of a central government department were invited to order culturally relevant food from a city establishment and have this delivered to their offices for consumption while at work. A set menu of food items was supplied in containers within 'Tiffin Bags' and were left on employees desks. Food was consumed either immediately or some hours later.

The organiser of this celebration food contacted the council after staff became ill. Forty two out of up to 180 people who ate the food reported illness. Some of the food left over was submitted for microbiological examination, as was a faecal sample from someone who was ill. Some of the food items yielded high levels of *Clostridium perfringens* toxin; the faecal specimen was positive for enterotoxin producing *Clostridium perfringens*.

It was not possible to obtain sufficient evidence for a realistic prospect of conviction. In these circumstances no prosecution will be brought.

Food Incidents

During the fourth quarter of 2017/2018, an officer in the FST discovered and spent a significant amount of time investigating and dealing with two types of food which failed to meet food safety requirements: a pan masala mouth freshener with an illegal dye, and mini jelly cups - sweets which were a choking hazard to children.

The officer collected sufficient evidence for the Food Standards Agency to issue national product recall notices.

Prosecution

In March 2018 a city centre restaurant and takeaway was prosecuted for 6 food hygiene offences. This followed a history of fluctuating compliance with food law. Improvements were not made by the food business operator and the matter was put forward for prosecution.

The business was fined £3009 including costs. Standards have since improved and the business has now achieved a Food Hygiene Rating of 4 'Good'.

Approved Establishment

In November 2017 an existing approved establishment was found to be manufacturing egg products from raw eggs. They did not have the necessary approval to permit this production. A Remedial Action notice was served stopping the production of egg products.

Approval is required when using raw eggs to manufacture egg based products.

The Food Business Operator has, following officer advice, since revised their recipe and are now using ready cooked eggs from a suitably approved supplier.

Prosecution

In November an establishment that had been subject to previous action to formerly 'Withdraw' their approval status was prosecuted. The matter was put before the court due to the poor compliance history which led to the FST decision to withdraw the approval.

The business was fined £320 and ordered to pay the council costs of £4802.50.

6. Regulating Our Future (ROF)- changes in the national regulatory framework

- 6.1 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 ensuring that the national regulatory framework is "fit for purpose".
- 6.2 ROF was launched in Feb 2016. It is the FSA's strategic plan to modernise how food businesses in England, Wales and Northern Ireland are regulated to check that our food is safe and what it says it is.
- 6.3 The search is for a new delivery model that is suitable for the changing world in which we operate. The model needs to be dynamic to keep pace with innovation in the food sector and flexible to allow adaptation to future circumstances including when the UK leaves the EU.

6.4 Wider Government policy in England (most recently reaffirmed in the report of the Regulatory Futures Review) is that businesses should bear the cost of regulation, and that these costs should be no more than they need to be.

6.5 The FSA aim to have the new model in place by 2020.

6.6 The key FSA work streams are:

Enhanced Registration – Proposals are to introduce an online and centrally held register of all food businesses to make it easier for businesses to register and easier for them to access information and guidance that will enable them to get things right from the start. This is planned to go live in March 2019. There will be incentives for businesses who proactively register and sanctions for those who do not.

Business start-up - Emphasis on support/advice to steer at an early stage towards compliance including a redesigned FSA web site. 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 idea is to introduce a risk assessment on registration to ‘segment’ businesses and determine the level of intervention required including whether an initial inspection is 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.

Primary Authority National Inspection Strategies – The introduction of a bespoke national inspection programme for food operators with multi-sites that have demonstrated high levels of compliance. The inspection will focus on the controls at the business level rather than at each individual outlet.

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.

Oversight of local authorities – A Balanced Scorecard will be introduced to facilitate FSA's performance management of local authorities and benchmarking. This being trialled at the moment and expected to be live by the end of 2018.

- 6.7 At present the final model is still not completely clear and neither is the impact on Leicester City Council. Significantly, much depends on the UK's future relationship with the Single Market and the nature of the Customs arrangements.
- 6.8 The FSA have stated that Local Authority Food Enforcement will remain at the heart of the regulatory arrangements.

7. 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.

Food businesses in the city which are SMEs can receive support with reducing their operating costs and associated carbon emissions through the Green BELLE scheme. The scheme is run by the council's Leicester Energy Agency.

Duncan Bell
Senior Environmental Consultant
Ext. 37 2249

10. Background information and other papers:

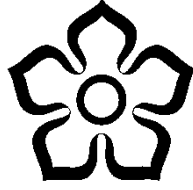
None

11. Summary of appendices:

Appendix E1 – Food Service Plan 2018/19

12. 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
2018/2019

Date: June 2018

Version: v1.1 DRAFT FOR SCRUTINY

Owner: Dave Howard, Manager Food Safety
David Barclay Rhodes, Manager Food Safety

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 related illness
- Ensure that Leicester's food businesses 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	2011	2012	2013	2014	2015	2016	2017	2018
Leicester	2871	2964	3086	3112	2828	2942	2996 ¹	3028 ²
Nottingham	2741	2697	2787	2908	2977	3083	3123	n/a*
Derby	2017	2129	2169	2143	2014	1996	2024	n/a*
Birmingham				7596	7504	8071	8341	n/a*
Haringey				1957	2077	2123	2128	n/a*
Hackney				2471	2535	2954	2709	n/a*

Table: Registered Food Establishments in Leicester (Source: Local Authority Enforcement Management System – hygiene)

*Figures due to be published by the food Standards Agency Autumn 2018

	2013	2014	2015	2016	2017	2018
New Business Registrations	506	456	527	507	540	519

Table: New Food Business Registrations in the City (Source: Uniform Database)

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.

Working with new operators takes a significant part of the Food Safety Team resources in supporting/encouraging new businesses, identifying those who do not register and those whose compliance is poor and require enforcement.

2.4 Food & Drink Sector Profile

On 1 April 2018 Leicester City Council has records on 3028 food establishments in the city of which 18 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	2013	2014	2015	2016	2017	2018
manufacturers & distributors	72	73	73	81	90	98

¹ This includes 24 registered food businesses which have not started operating.

² This includes 48 registered food businesses which have not started operating.

importers/exporters	11	11	6	6	9	8
distributors/transporters	83	80	77	82	87	94
retailers	868	848	730	773	782	800
restaurants & caterers	2052	2100	1942	2000	2028	2028
totals	3086	3112	2828	2942	2996	3028

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. The rating is not awarded to all food establishments in the city. For example manufacturers and distributors and some very low risk establishments are not within the scheme. Following inspection all eligible food establishments 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 2018 of the 3028 registered food establishments 2531 are eligible and have been rated under the scheme.

The table below shows the distribution in ratings.

Food Hygiene Rating	2013	2014	2015	2016	2017	2018
5 very good	674	784	1008	1157	1337	1397
4 good	347	370	472	493	483	462
3 generally satisfactory	414	418	536	575	452	407
2 improvement necessary	119	114	143	141	160	151
1 major improvement necessary	225	225	193	156	127	103
0 urgent improvement necessary	39	24	19	21	8	11
Totals	1818	1935	2371	2543	2567	2531

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

2.6 Broad compliance in Leicester

This is an indicator of the proportion of all food business establishments in the city which are broadly compliant with food hygiene law. Food establishments that do not require any enforcement related follow up to a food

hygiene inspection are Broadly Compliant. Broad compliance is measured from the food hygiene risk score awarded to a food establishment following inspection.

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

	2012	2013	2014	2015	2016	2017	2018
percentage “broadly compliant”	71.1	70.4	71.5	79%	82%	84%	84%*

Table: Broad compliance time series (Source: Local Authority Enforcement Management System – hygiene) *national average at end of 2016/17 was 88%

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 programme. 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	2013	2014	2015	2016	2017	2018
category A [next inspection 6 months]	43	52	33	35	27	26
category B [next inspection 1 year]	273	275	313	258	261	231
category C [next inspection 18 months]	1417	1424 ³	866 ³	868	811	792
category D [next inspection 2 years]	414	423 ³	1004 ³	1116	1121	1225
category E	569	569	536	580	681	643
unrated [yet to be inspected]	370	369	76	85	95	111
Totals	3086	3112	2828	2942	2996	3028

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

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

3.0 Leicester City Food Regulation Function

3.1 Scope of Leicester City Council's regulatory 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].
- 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.

With few exceptions, virtually 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~~ are separate risk schemes 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 Food Standards inspection regime is in place for establishments that are high risk/complex and require a focussed standards inspection separate and independent to the hygiene intervention.

3.3 Regulatory policy

The Council's regulatory services have a published General Regulatory 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 has 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 Regulatory 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 Deputy City Mayor Councillor Piara Singh Clair.

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

Chief Operating Officer	Andy Keeling
Strategic Director City Development & Neighbourhoods	Phil Coyne
Director of Neighbourhood & Environmental Services	John Leach
Head of Regulatory Services	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

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

The services of six food examiners at Public Health England's food, water and environmental laboratory in London 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 is 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 is implementing the Leicester City Council 'digital by default' programme for public and business access to its services.

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 users wishing to report food safety or food standards issues. New for this year is an additional online facility to allow food businesses to apply for and pay for a Food Hygiene Rating Scheme re-rating inspection.

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 business operators are provided direct email addresses and phone numbers for and encouraged to contact their inspecting officers for queries and advice. To facilitate this all FST officers are provided with smart phones.

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 3 times a year. FST Manager Dave Howard is the East Midland Representative for the group. The remit of the group is to consider current food safety issues and establish guidelines for Local Authorities to provide a consistent approach. The group provides an initial level of consultation for new Food Standards Agency Policy before wider National consultation. Regional representatives report to the group on current regional matters of interest and trends.

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	0.4	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	12.1	
	Total FTE Resource Available	12.1	
	Resource Shortfall	0.0	

3.9 Resourcing Strategy

The resourcing estimate consists of frontline officer resource, administration and management. Sufficient frontline resource is required to undertake and complete the planned annual inspection programme and to ensure a suitable level of response to urgent and developing matters such as food poisoning outbreaks, food alerts, and emergency closure.

Resourcing is based on the FST service plan which both forward plans and reviews team capacity and performance. In addition the Divisional performance indicator for % of food law compliance checks due and undertaken shows that for the inspection years 2015/16, 2016/17 and 2017/18 the FST achieved 99.41%, 98.67% and 98.26% respectively.

Using Service Planning data and looking at performance indicators allows resourcing requirements to be set appropriately.

The frontline resource of 10.1 FTE food officers is adequate to address the Foods Safety needs of the city.

The Management and oversight resource for the Food Safety Team is 1.5 FTE Managers. This is sufficient to provide the oversight and planning needed to ensure the frontline resource is on target and where necessary directed towards emerging issues.

Where possible, student food officers and EHOs are used to undertake planned 'low risk' projects not requiring professional qualification/authorisation.

3.10 Staff Competency and Training for 2018/19

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 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.
- Ad hoc training as courses become available to meet needs of individual officers identified through the competency assessments.

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3.11 Financial allocation 2018/19

Food Safety Team (20201) 2018/19		2017/18
Contracted Spinal Local Government Staff	379,000	349,900
National Insurance Local Government Staff	41,500	37,300
Superannuation Local Government Staff	90,000	58,800
Apprentice Levy	1,700	1,700
Employee Related Insurance	9,100	7,000
Employee Training	1,500	600
Employee Costs	522,800	455,300
Car Travel Allowance	4100	400
Equipment Purchase	200	200
Furniture Purchase	0	300
Printed & Electronic Media	500	200
Clothing, Footwear & Laundry	0	200
Stationery & Office Supplies	0	300
Printing & Copying	500	300
Environment/Science Services	700	200
Subsistence Expenses	0	200
Controllable Running Costs	6,000	2,300
Expenditure	528,800	457,600
Legal Income Incl Costs Awarded	(5,000)	(11,800)
Income	(5,000)	(11,800)
	523,800	445,200

4.0 Service delivery for 2018/2019

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.

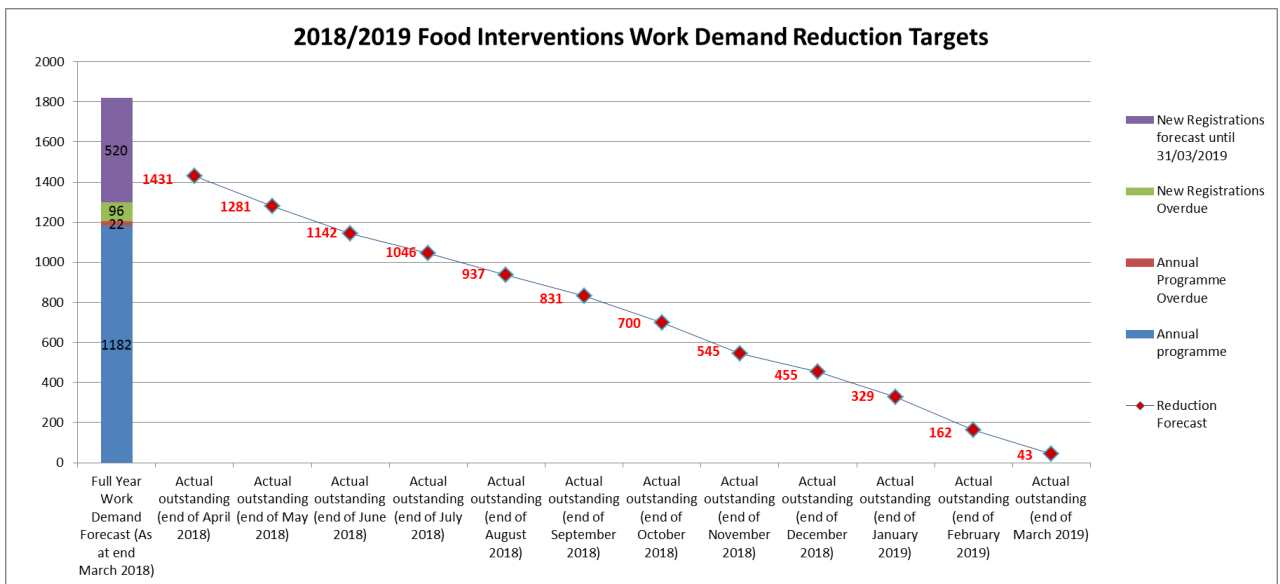
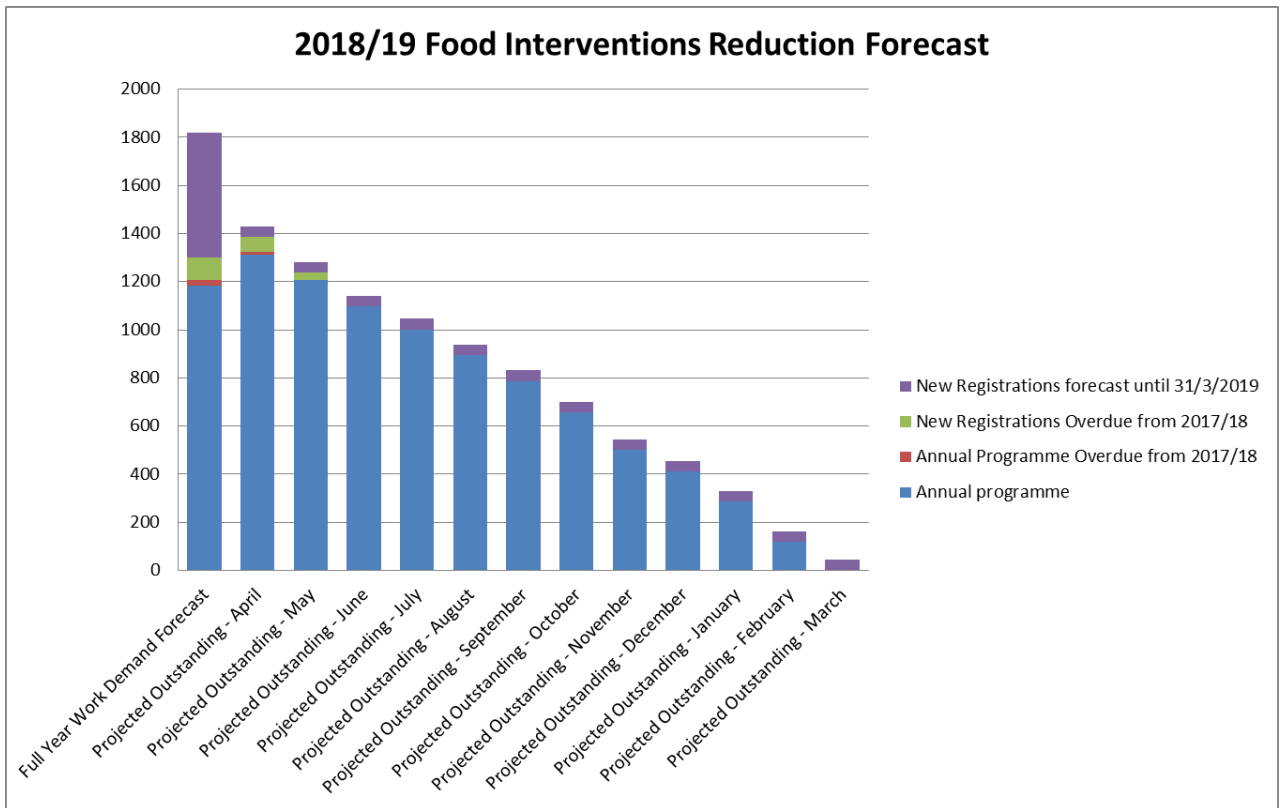
Annual Intervention Programme 2018/2019 (by risk category)	Number forecast in 2018/2019	Total due
A – at least every six months	50	
B – at least every twelve months	227	
C – at least every eighteen months	518	
D – at least every twenty four months	627	
E – a programme of alternative enforcement strategies or interventions every 3 years	96	
Business closures affecting Annual Programme FORECAST	(240)	
Total	1278	
New businesses FORECAST	520	
Total	1798	1798
Interventions overdue from Annual Programmes (by risk category)	Number overdue on 1st April 2018	
A – at least every six months	1	
B – at least every twelve months	4	
C – at least every eighteen months	4	
D – at least every twenty four months	13	
E – a programme of alternative enforcement strategies or interventions every 3 years	0	
Total	22	22
Initial Inspections overdue	Number overdue on 1st April 2018	
New businesses	96 [43] ⁴	96
Total Forecast Interventions		1916

Table: Composite Inspection/Intervention Programme for 2018/19

⁴ [43] denotes a food business that has been registered but not started operating
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22 businesses are being carried over into the intervention programme for 2018/19. These are in the main businesses which have not been accessible to officers.

96 new business registrations are being carried over. However, 43 of these are businesses which have not yet commenced trading.



4.2 2018/19 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 years' 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

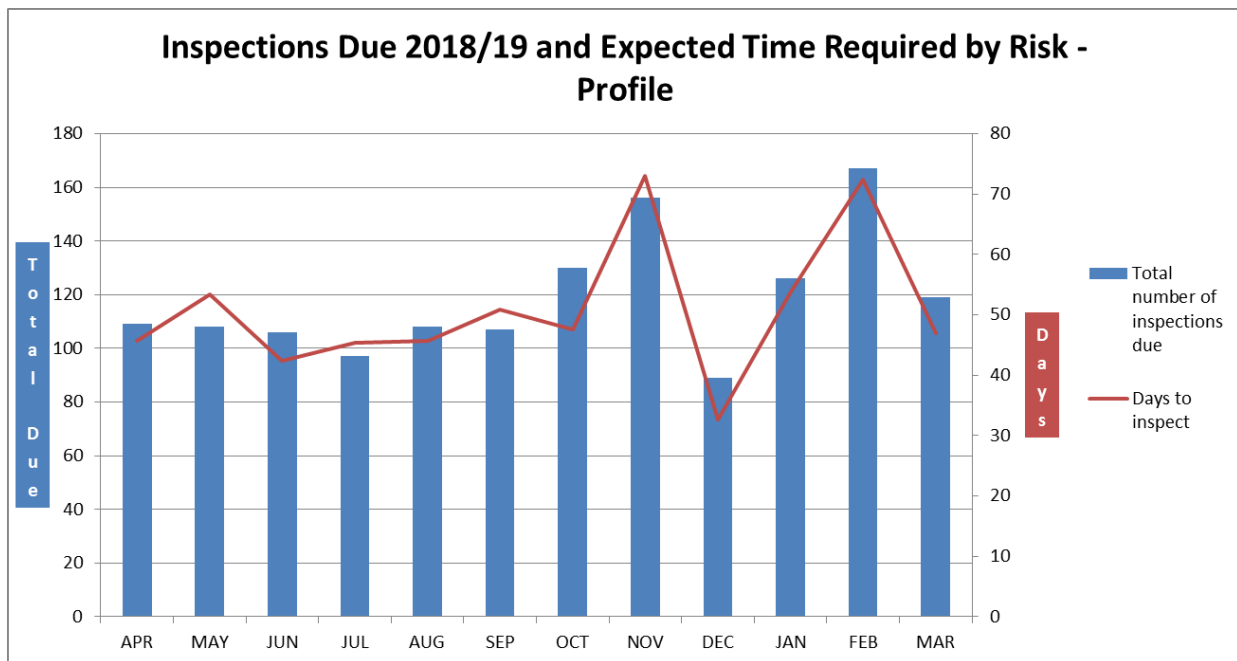
The principle of profiling has been carried on to the 2018/19 intervention schedule. The method of profiling has been refined following the experience gained during 2015/16 and 2016/17.

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 2018/19 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	17
	Other restaurant or caterer	FRES25	35
May	School	FRES18	43
	College	FRES19	0
June	Wholesaler	FDIST1	6
	Cash and carry	FDIST2	7
	Cold store	FDIST3	2
	Milk distributor	FDIST6	4
	Import/export warehouse, depot etc.	FIMEX	7
	Night club	FRES9	0
	Event caterer	FRES23	21
July	Hotel	FRES5	8
	Guest house	FRES6	0
	Bed and breakfast	FRES7	1
	Village hall, community centre	FRES22	23
	Home caterer	FRES26	17
	Food Bank	FFBANK	4
August	Mobile catering unit	FRES20	20
	Burger van	FRES21	1
	Butcher	FRET4	30
	Fishmonger	FRET5	4
	Mobile retail van	FRET10	3
	Other food retailer	FRET15	0
September	Nursing/care home	FRES16	16
	Asian Sweet Mart	FRES24	25
October	Grocers	FRET2	82
November	Childcare facility/nursery	FRES17	43
	School	FRES18	18

	College Off licence Sport/leisure/gym non-food codes	FRES19 FRET13	3 16 4
December	Sandwich shop/bar	FRES14	48
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	17 3 30 1 1 2 6 0 0 4
February	Meat manufacturer Bakery Food packers Garage minimarket Other food retailer	FMP1 FMP6 FRP10 FRET14 FRET15	1 8 3 9 60
March	Nursing/care home Newsagent	FRES16 FRET9	16 38

707 Food Establishments have been subject to profiling

Planning of the 2019/20 intervention programme will commence in the third quarter.

4.3 Approved Establishments

In total there are 15 Approved Establishments due for inspection during 2018/19 compromising 1 category A, 6 category B, 6 category C and 1 category D.

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 Category
April – June 2018	Star Dairies Paynes Dairies Just Egg RQ Open Ltd	A C B D
July – September 2018	Life With Taste AA Foods Aisha Foods Easy Chef Everest Dairies	A C C B B
October – December 2018	Leicester Sausage And Meat M And M Seafood	D D
January – March 2019	Walkers Midshire Foods Kebab King Wholesale Food Attraction Walkers Charnwood Bakery	B C B B

4.4 Food Standards Intervention Programme

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.

2018/2019 Food Standards Inspections Due

Category	Number due
Category A	8
Category B	161
Category C	251
Total	420

4.5 Proposed Compliance Projects 2018/19

Allergens

The project will investigate take away food for cross contamination and or substitution with peanuts where foods are labelled or presented as containing no peanuts. The initial project focus will be on this particular allergen because of the high risk of fatality should the food establishment not have suitable controls and understanding in place. There have been several high profile cases including fatalities and near misses nationally in relation to peanut contamination and substitution in food that consumers have bought as peanut free.

This project will involve a desktop review of establishment menus looking for correct description of food and declaration of allergens, placing an order for a peanut free meal and then sending that meal to the Public Analyst.

Provision has been set aside for up to 100 samples to be taken. However the programme will be phased to allow assessment and follow up of approximately 20 initial samples. The outcome of these initial results will shape and focus the next phases in terms of particular areas or foods of concern.

The project will also investigate the allergen controls in small Leicester manufacturers in relation to substitution with peanuts for other ingredients such as almonds, and peanut contamination.

Acrylamide

Acrylamide is a chemical substance formed when starchy foods, such as potatoes and bread, are cooked at high temperatures. Acrylamide levels found in food have the potential to increase the risk of cancer for people of all ages.

New legislation which came into force in May 2018 requires all food businesses operators to put in place simple practical steps to manage acrylamide within their food safety management systems. This will ensure that acrylamide levels in their food are as low as reasonably achievable.

EC Regulation 2017/2158 establishes best practice, mitigation measures and benchmark levels for the reduction of the presence of acrylamide in food.

This project aims to identify Leicester based manufacturers and caterers likely to be producing foods that will be higher in acrylamide and contact and inform those businesses of the new requirements.

Promotion of 5 Rated Establishments

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

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

Quarter Planned	Compliance Projects
April – June 2017	Allergens Planning Acrylamide Planning
July – September 2017	Allergens Acrylamide
October – December 2017	Allergens – assessment of initial samples and follow up Allergens – small manufacturers Acrylamide - follow up and review
January – March 2018	Allergens follow up and review 5 Rated Establishments Illicit Alcohol

4.6 Registered feed establishments

There are 43 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 has been reduced and in accordance with national and regional planning, only 1 feed establishment in the city is due to be inspected during 2018/19.

4.7 Product Testing

Planned Local Sampling Exercises

Quarter Planned	Testing/Sampling
April – June 2017	National and Regional Food Surveys
July – September 2017	National and Regional Food Surveys Allergens in food –emphasis on takeaway food
October – December 2017	National and Regional Food Surveys Allergens in food – emphasis on small Leicester based manufacturers
January – March 2018	National and Regional Food Surveys Allergens in food – analysis of results and follow up work

National and Regional Food Surveys

Where the subject is of interest locally and or will support national/regional intelligence into food safety, The FST will participate in nationally and regionally planned sampling surveys for microbiological examination. If any such surveys for chemical and compositional analysis are announced, the FST will take the same approach to participation.

Other Samples

These will include samples from approved establishments and from establishment that are the subject of compliance issues or associated with food poisoning, and samples of imported food from non EU countries.

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 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 continued to increase in 2017/18. This followed the launch of a Food Standards Agency national complaint portal and the Leicester City Council My Account facility. Both systems have simplified the reporting method for service users to contact the city council.

Whilst the overall numbers of complaints is expected to rise in 2018/19 it is anticipated that the increase will not be as dramatic as 2017/18 and will level off and stabilise.

Service requests received cover a wide range of issues from requests for advice (setting up a new food establishment) to matters that require an urgent response (food poisoning outbreaks).

Service Requests are assessed for detriment and risk and responded to appropriately.

	2011/2012	2012/2013	2013/2014	2014/15	2015/16	2016/17	2017/18
Complaints	289	273	244	213	237	371	453

(Source: Local Authority Enforcement Management System – hygiene)

4.9 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.

The Food Team will continue to support new food business operators with appropriate advice and support to guide towards a high level of compliance with food law. Currently advisory visits are offered on a no charge basis. Such visits are beneficial in our drive to reduce the number of new food establishments with poor Food hygiene ratings, particularly 0s and 1s.

The Food Team work with organisations such as the Leicestershire Food & Drink Forum and Leicester & Leicestershire Enterprise Partnership (LLEP) to signpost new and growing food businesses towards advice and support.

Requests from businesses for Primary Authority agreements will be considered and determined 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 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
- Monitoring regulatory developments associated with Regulating Our Future and Brexit; and making appropriate organisational changes.

6.0 Review of the Food Law Service Plan 2017/18

6.1 Introduction

The Food Law Service Plan for 2017/18 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 Service 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 first committed to the service In 2015/16 have been maintained in 2017/18 and continue to support the required management advisory and regulatory activity. The 2017/18 intervention plan was completed with only a small number of inspections being carried over to 2018/19.

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

Management	Frontline	Administrative Support
1.5	10.2	0.5

At the end of the 2017-2018 the FTE permanent establishment of the Team is:

Management	Frontline	Administrative Support
1.5	10.1	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 Regulation of Leicester Food Sector Service Plan 2018-19 - Appendix 1
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the local authority before they operate. At the end of 2017/18 there were 18 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:

In November 2017 an existing approved establishment was found to be manufacturing egg products from raw eggs. They did not have the necessary approval to permit this production. A Remedial Action notice was served stopping the production of egg products.

Approval is required when using raw eggs to manufacture egg based products.

The Food Business Operator has, following officer advice, since revised their recipe and are now using ready cooked eggs from a suitably approved supplier.

In November an establishment that had been subject to previous action to formerly 'Withdraw' their approval status was prosecuted. The matter was put before the court due to the poor compliance history which led to the FST decision to withdraw the approval.

The business was fined £320 and ordered to pay the council costs of £4802.50.

6.4 Monitoring Interventions

In 2017/18 the following monitoring activity was undertaken by the Authority. Comparative data for 2016/17 on Leicester is presented in the Appendix.

	Actual 2012/2013	Actual 2013/2014	Actual 2014/15	Actual 2015/16	Actual 2016/17	Actual 2017/18
inspections & audits	1297	1388	2062 [+117 desktop assessments of E's]	1477 [+11 desktop assessments of E's]	1822 [+28 desktop assessments of E's]	1663 [+51 desktop assessments of E's]
verification & surveillance	768	702	1013	1365	1273	1290
sampling visits	137	56	62	153	95	151

Annual Intervention Programme Review	Undertaken in 2014/15	Undertaken in 2015/16	Undertaken in 2016/17	Undertaken in 2017/18
A – at least every six months	96	50	44	40
B – at least every twelve months	238	251	227	224
C – at least every eighteen months	645	387	524	447
D – at least every twenty four months	280	301	511	368

E – alternative enforcement strategies or interventions every 3 years	249	40	30	195
Total	1508	1001	1336	1274

Initial Inspections	Annual New Registration Forecast	2014/15 Undertaken	2015/16 Undertaken	2016/17 Undertaken	2017/18 Undertaken
New Businesses registered in year	480	483	425	476	418

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	Number overdue on 1st April 2018
A – at least every six months	1	1	0	0	1
B – at least every twelve months	5	0	1	3	4
C – at least every eighteen months	220	6	5	6	4
D – at least every twenty four months	216	10	1	12	13
E – a programme of alternative enforcement strategies or interventions every 3 years	364	40	0	0	0
Total	806	57	7	21	22

Initial Inspection overdue	Number overdue on	Number overdue on	Number overdue on	Number overdue on	Number overdue on
-----------------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

	1 st April 2014	1 st April 2015	1 st April 2016	1 st April 2017	1 st April 2018
New Businesses registered but not inspected	369	73 [33] ⁵	86 [36] ⁶	75 [24] ⁷	96 [43] ⁸

6.6 Product Testing

Microbiological examination

During 2017/18 Leicester City Council's Food Safety Team participated in the following Public Health England (PHE) surveys:

Study 60: Paan (betel), curry, banana, vine leaves - sampling from retailers between April and December 2017 and examination of samples for numbers of *Escherichia coli* per gram and the presence/absence of *Salmonella* in 25g.

Cross-regional hygiene study of re-usable bottles for antibacterial/sanitiser sprays between June and November 2017 and examination of samples and swabs for total viable count, Enterobacteriaceae, *E.coli*, Coagulase positive staphylococci, *Pseudomonas aeruginosa* [all per mL liquid or per cm² or per swab]

Study 62: Chilled ready to eat foods from Eastern European and other retail premises between November 2017 and March 2018 and examination of samples for numbers of Enterobacteriaceae, *Escherichia coli*, Coagulase positive staphylococci and *Listeria* per gram and the presence/absence of *Listeria* in 25g.

Additionally, samples of foods imported from third countries were taken from establishments across the city and sent for examination. These can include fresh fruit and vegetables, tins, jars and dry ambient stable foods.

Chemical and compositional analysis

Samples of food suspected of failing to comply with compositional requirements were sent for analysis during 2017/18. However, following the suspension of its coordinated food sampling programme and funding for this by the Food Standards Agency, there were no national or regional chemical or compositional sampling studies.

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.

⁵ [33] denotes an establishment that has been registered but not started operating

⁶ [36] denotes an establishment that has been registered but not started operating

⁷ [24] denotes an establishment that has been registered but not started operating

⁸ [43] denotes an establishment that has been registered but not started operating

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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.

	2011/2012	2012/2013	2013/2014	2014/15	2015/16	2016/17	2017/18
Complaints	289	273	244	213	237	371	453

(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 a Food Poisoning Outbreak
To celebrate the end of Diwali 2017, employees at three Leicester offices of a central government department were invited to order culturally relevant food from a city establishment and have this delivered to their offices for consumption while at work. A set menu of food items was supplied in containers within 'Tiffin Bags' and were left on employees desks. Food was consumed either immediately or some hours later. The organiser of this celebration food contacted the council after staff became ill. Forty two out of up to 180 people who ate the food reported illness. Some of the food left over was submitted for microbiological examination, as was a faecal sample from someone who was ill. Some of the food items yielded high levels of *Clostridium perfringens* toxin; the faecal specimen was positive for enterotoxin producing *Clostridium perfringens*. Unfortunately it has not been possible to obtain sufficient evidence for a realistic prospect of conviction. In these circumstances no prosecution will be brought.

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 2012/2013	Actual 2013/2014	Actual 2014/15	Actual 2015/16	Actual 2016/17	Actual 2012/2013
Voluntary closure	7	5	9	5	9	4
Seizure, detention & surrender of food	3	1	11	19	8	1
Suspension/revocation of approval or licence	0	0	0	0	1	0
Emergency prohibition notice	13	11	8	9	2	4
Simple caution	6	1	2	12	6	10
Improvement notices [X] ⁹	30	15	76 [25]	58 [33]	60 [29]	46 [22]
Remedial action & detention notices	1	3	1	3	0	0
Written warnings	1246	1210	1814	1273	1661	1538
Prosecutions concluded	1	5	1	3	2	1

(Source: Local Authority Enforcement Management System – hygiene)

⁹ [X] denotes the number of establishments subject to enforcement action.

Prosecution – In March 2018 a city centre restaurant and takeaway was prosecuted for 6 food hygiene offences. This followed a history of fluctuating compliance with food law. Improvements were not made by the food business operator and the matter was put forward for prosecution. The business was fined £3009 including costs. Standards have since improved and the business has now achieved a Food Hygiene Rating of 4 ‘Good’.

Food Incidents - During the fourth quarter of 2017/2018, an officer in the FST discovered and spent a significant amount of time investigating and dealing with two types of food which failed to meet food safety requirements: a pan masala mouth freshener with an illegal dye, and mini jelly cups - sweets which were a choking hazard to children. The officer collected sufficient evidence for the Food Standards Agency to issue national product recall notices.

6.9 Business Advice & Support

The Business Regulation Advice, Support and Training Team [BRAST] was decommissioned as part of the Regulatory Services Spending Review 2017. Food operators requiring complex advice on food standards matters, e.g. labelling are re-directed to commercial providers.

As part of the ongoing campaign to improve food hygiene 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 2017/18 Food Safety Team Officers carried out 238 advice visits offering bespoke guidance to new businesses on compliance and how to achieve the best Food Hygiene Rating possible

6.10 2017/18 Compliance Projects

Engage food businesses and service users through social/digital media - completed

The FST participated in the digital promotion for ‘Our Day’ 21 November 2017. Images of one of the FST officers on district were published on the LCC Twitter feed highlighting the varied aspects of Local Authority work.

Introduction of cost recovery for FHRS re-rating visits - completed

The groundwork was set in place to introduce a cost recovery scheme for FHRS Re-rating inspections. This has been launched as from 1 April 2018. All food establishments, following a statutory food hygiene inspection are eligible to apply for a re-rating inspection once the works have been addressed. This is a non-statutory inspection for the benefit of the business. As such the Local Authority is permitted to charge on a cost recovery basis. The charge has been set for 2018/19 at £110 (plus VAT)

Introduction of cost recovery based advice and support services – on hold

This has been put on hold pending the success of cost recovery based charging for re-rating inspections

Promotion of 5 Rated Establishments – carried forward to 2018/19

This has been carried forward to and included in the 2018/19 Service Plan.

Allergens – planning and scoped for implementation 2018/19

On embarking on the project for 2017/18 it became apparent to the FST that there was an opportunity for joint working with colleagues in Public Health. The project was therefore scoped and set up in 2017/18 and planned for implementation in 2018/19

This sampling exercise is focussed on potential allergen issues in relation to take away foods. The public should be confident that they can order food with allergen content clearly indicated on menus (online or leaflet) and where appropriate the food ordered is allergen free.

Public Health are carrying out a study into healthy eating looking at the incidence of obesity (particularly childhood) and diabetes in the city. The focus being the lack of healthy options available to consumers who order from take away establishments. PH would like data regarding the nutritional content of food offerings in the city particularly in areas of concern to help design a strategy to help tackle obesity and diabetes.

The latter part of 2017/18 saw FST meeting with PH to discuss a combined sampling exercise. PH have mapped areas of the city of concern against density of takeaway establishments. This has provided a basis for selection to select takeaway establishments for sampling for both allergens and nutritional values..

The scope of the project is now understood and sampling planned. The FST have the sampling expertise and will take one sample for allergen testing and another for nutritional testing. This joint exercise provides efficiencies in collecting and sending sample for testing and cost savings.

Sampling will start from June onwards in a phased manner to allow for subsequent analysis and follow up.

Sweet Marts – completed

This project involved 20 sweet mart establishments which were profiled for routine inspection during September 2017. Foods which are typically produced by this type of establishment were selected for sampling and microbiological examination: chutneys, samosas, savoury snacks to which spices had been added after cooking such as gathai, Bombay mix, etc., rasmali and shrikhand.

Information was also gathered on ingredients used, shelf life, and temperature control during production. In total 85 samples were collected and the majority of results were satisfactory. For the few which were unsatisfactory, officers visited establishments and advised food business operators to improve their food handling procedures. Follow up samples were collected to check that improvements had been made.

Illicit Alcohol –wet bars/nightclubs – carried forward to 2018/19

This has been carried forward to and included in the 2018/19 Service Plan. The proposal is to set up a joint project with colleagues in Licensing. Recent resourcing issues in Licensing have set aside this project to the 2018/19 Service Plan.

Illicit alcohol has continued to be investigated on an intelligence basis.

Launch new web content – part completed

Not yet launched

However, new FST content has been drafted which will provide more information for businesses on compliance with food law and signpost to self-help guides and other sources of information. The information also guides Leicester residents and visitors on the work of the FST, food law and if necessary how to make a complaint.

The information will link to the My Account facility where food business operators can register their new businesses and request and pay for re-rating inspections and Leicester residents can raise any concerns about food establishments or food they have purchased /eaten

Halal Certification - completed

Food described as halal is permitted for consumption by those who follow the Muslim faith. Like so many others, it is a claim open to opportunities for food business operators to 'mislead' customers.

There is no definition of or standards for "halal food" in food law.

There is however a general requirement for food business operators not to mislead or to act fraudulently. It is clear for example, that food which contains pork is not halal.

Operators must be able to demonstrate traceability of their food. Foodstuffs/ingredients should be traceable back to their original source to prove where necessary that that source is a legitimate producer/supplier.

In March 2018 the FST as part of routine inspections carried out a traceability exercise in food establishments that advertised or marketed meat or meat products as being halal. In total 27 Food establishments were checked.

The traceability exercise did not reveal any significant compliance issues with regard to claims that food (meat/meat products) were halal. Consequently no follow up work is proposed. Some other minor labelling and declaration issues were raised with food business operators at the time of the inspection.

Concerns regarding halal/halal content of food are not a common complaint. Any questions regarding the integrity of halal food will continue to be investigated by the FST on an intelligence led basis.

GM Foods - completed

The FST have this year reviewed the supply and availability of Genetically Modified Foods in the UK.

The safety assessments of GM foods are carried out by the European Food Safety Authority (EFSA). Assessments include a detailed study of:

- whether the foods could be toxic
- their nutritional value
- whether they could cause allergic reactions

GM foods are only authorised for sale if they are judged:

- not to present a risk to health
- not to mislead consumers
- not to have less nutritional value than their non-GM counterpart

In the UK, foods must say on their label if they contain or consist of genetically modified organisms (GMOs) and/or contain ingredients produced from GMOs

This means that all GM foods have to be labelled as GM.

Foods produced with the help of GM technology do not have to be labelled. An example of this is cheese produced with the help of GM enzymes which are used to clot the milk in the production process. These are not ingredients in the cheese.

Products such as meat, milk and eggs from animals that are fed on GM animal feed also do not need to be labelled.

At present the supply of food in the EU is largely GM free. The exception being cooking oil which can contain genetically modified soya. As part of routine inspection, officers look for GM oils and advise/take action to ensure Food businesses either have a method of informing their customers or change to a GM free equivalent.

6.11 Conclusion of Service Plan Review

The commitment of additional resources and other measures taken enables the Food Safety Team to achieve the intervention programme and avoid a backlog of inspections. The closer management oversight of the programme provides greater assurance that non-compliance is addressed in an appropriate, proportionate and timely fashion.

Whilst the continued support offered to new and existing food business operators is not a statutory requirement, this support coupled with swift enforcement for those less willing has seen a significant rise in 'broad compliance' with food hygiene law.

The Food Safety Team Officers continue to work hard to ensure that the operators of 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 2017/2018

Authority	Total establishments	Unrated establishments	Total of Broadly Compliant A-E (%)	Total of Interventions Achieved, exc unrated (%)
Hackney	2,709	54	87.75	54.98
Haringey	2,128	100	94.09	71.29
Birmingham	8,341	1,314	83.18	96.42
Derby City	2,024	21	96.66	93.43
Leicester City	2,996	95	86.69	97.24
Nottingham	3,123	66	99.13	67.26

Authority	Voluntary Closures	Hygiene Emergency Prohibition Notices	Prohibition Orders	Seizures and detentions of food
Hackney	4	4	4	1
Haringey	0	2	0	8
Birmingham	4	81	3	0
Derby City	3	1	0	0
Leicester City	9	2	1	8
Nottingham	3	0	0	0

Authority	Written warnings	Remedial Action & Detention Notices	Cautions	Prosecutions
Hackney	612	0	0	0
Haringey	547	0	6	0
Birmingham	2,043	6	0	37
Derby City	839	0	0	1
Leicester City	1,661	3	6	2
Nottingham	1,113	0	3	1

(Source: Local Authority Enforcement Management System – hygiene)

APPENDIX 2

Commentary from FST Monthly Performance Reports Apr 2017 to Mar 2018

Apr 2017

- Dutch Bangla sentencing in the Crown Court: Mahmudur Rahman and Kamal Rahman each sentenced to 5 years imprisonment for conspiracy to defraud and other convictions including some under the Food Safety Act 1990. Prosecution application for costs to be adjourned to be dealt with alongside an application for the confiscation of the proceeds of crime.
- Voluntary Closure of Oriental Buffet City High Street – no hot water
- 1 FST Manager working flexibly to accommodate impairment until operated on (Operation Planned 15th May)

May 2017

- 2016/2017 Local Authority Enforcement Management System [Laems] return submitted to the FSA [statistics on 2016/2017 intervention and enforcement activity]
- Draft Service Plan for 2017/18 prepared
- FST Manager had operation on 15th May
- Pressurised fryers – Joint year-long PST/FST Project.
- Review of 379 Category E establishments due intervention during 2017/18 to identify those to be inspected and those to be sent self-assessment questionnaire.

Jun 2017

- Preparation for Customer Service Line application of “hard stop” of phone enquiries by mid August
- Attendance of officers at training on obtaining entry warrants, and at an East Midlands event on food safety matters
- Attendance of 2 FST managers at FSA update on strategic project “Regulating our Future”
- Smoking shelters – Joint year-long PST/FST Project.

Jul 2017

- FST Manager Dave Howard appointed to National Food Focus Group and attended first meeting in London
- Emergency closure of Subway 37 Granby Street due to cockroaches. Hygiene Emergency Prohibition Order granted by the Magistrates’ Court
- Participation in FSA Food Hygiene Rating Scheme consistency exercise
- Service plan considered by Scrutiny Commission and Executive
- Three officers attended 2 days’ Police & Criminal Evidence Act [PACE] training on interviewing suspects

Aug 2017

- The percentage of establishments in the city which are broadly compliant with food hygiene law increased in August to 84%, from 83% in July.
- The excess of inspections remaining in the programme in June, July and August over that forecast is due to increased officer annual leave and will be caught up later.

- Overall a high standard of compliance with food law was found during checks at this year's Caribbean Carnival.
- Sanitisers found in use in food establishments were submitted for examination to assess their efficacy [part of national survey]
- Food production at Action Homeless was inspected and there was collaboration with LCC's Food Plan officers in relation to Leicester's Summer Food Scheme

Sep 2017

- An event caterer called Ganis Catering of Lunsford Road was closed using emergency powers, due to evidence of rodents and poor cleaning and poor temperature control.
- The operators of a central Leicester retailer took voluntary action to remove stock [mostly non-food] contaminated with rat droppings.
- Leicester Royal Infirmary and Glenfield Hospitals were inspected and both found to be "good" or "very good" Earlier this year the ratings of hospitals throughout the country which were lower than "good" ["generally satisfactory", for example] had been the subject of newspaper reporting.
- FST EHO Alison Lea was appointed to the vacant post of Private Sector Housing Team Manager. She will leave the FST at the end of October. Approval has been given to recruit a replacement member of staff.

Oct 2017

- Cllr Piara Singh Clair took over executive lead on food law enforcement
- Food Law Enforcement Service Plan approved at full Council
- Outbreak of gastro-intestinal illness following supply of end of Diwali food to three government department offices by a Leicester food outlet [update in Nov report]
- Recruitment exercise for EHO - to fill vacancy created by Alison Lea's appointment in another team
- Planning next year's Inspection programme started
- Simple Caution Accepted by FBO of a takeaway in the city.

Nov 2017

- LCC v Ilyas Rauf t/a Eastern Catering – pleaded guilty in mags. court to 6 food hygiene charges: fined £320, ordered to pay all Council's costs of £4802.50
- Hygiene Emergency Prohibition Notice served on operator of Shere Punjab 21 Melton Road – evidence of mice and poor standards of cleaning. Court order also granted.
- Remedial Action Notice served on Leicester food manufacturer which started producing egg products without approval
- Voluntary Closure of Leicester restaurant.
- Food Fraud Training – 7 authorised officers attended and FST manager Dave Howard assisted National Food Crime Unit investigator and trainer Nick Smith
- October government department outbreak investigation update: same Clostridium perfringens toxin found in one food item and faecal specimen of person ill with symptoms of food related illness
- Revised version of FSA Food Law Code Practice Guidance published

Dec 2017

- Current Public Safety Team EHO Mina Jotangia was interviewed for and offered a vacant post of Food Safety Team EHO [start date to be Mar 2018]

- A meeting with Public Health England was held on the management of and investigation into infectious disease related incidents and outbreaks

Jan 2018

- The kitchen and basement of The Sports Corner 32 Belgrave Road was shut temporarily using emergency powers. A court granted a Hygiene Emergency Prohibition Order.
- Packing and moving to a temporary home at 16 New Walk took place. Managers exhorted field officers to work flexibly during the move.
- A test upload of all hygiene data in the FSA's electronic monitoring of local authorities returned **zero** data errors. This covered thousands of data entries and is testimony to the skill and expertise of Rob Lowe and diligence of field officers, admin staff [and FST managers]. There have been fewer errors each year. When electronic uploading started, there were thousands of them.
- EHO Laura Cowlshaw returned to the FST after one year's maternity leave and now works 18.5 hours a week [previously full time].
- Monitoring of and appropriate corrective steps increased in relation to the remaining 2017/2018 planned work programme.
- Formulation of the 2018/2019 service plan began.

Feb 2018

- During February the priority was on a) assessing the establishments due inspection in the 2017/2018 inspection programme so that any residue is of lower risk establishments, and newly registered establishments, and b) deploying resources to achieve as much of the 2017/2018 inspection programme as feasible before the end of March,

Mar 2018

- These are the whole year Divisional performance levels for food law enforcement for 2017/2018:
- % of broadly compliant food establishments (inc unrated & outside programme), target: 82%, achieved: 84%
- % of satisfactorily rated food businesses supplying public in Leicester (rated three and above in FHRS), target: 85%, achieved: 89.56%
- % of food law compliance checks due and undertaken (cumulative), target: 95%, achieved: 98.26%
- After a transition period from her previous post in Public Safety Team, EHO Mina Jotangia became full time in the FST.
- Prosecuted in the Magistrates' Court, the food business operator of Spicy Style 39 Newark St was fined £3009 for 6 food hygiene offences [inc costs]

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2018-19

Meeting date	Meeting items	Actions Arising	Progress
4th July 2018	1. Portfolio Overview 2. Waste management – presentation to include Biffa – showing process in place for dealing with waste disposal in the city 3. Food safety service plan 4. Work programme	<p align="center">Visit to Bursom – Jerry to facilitate</p>	
6th September 2018	1. Community safety plan update 2. Spending reviews 3. Work programme		
25th October 2018	1. Community asset transfers 2. Review of Hinckley Road: resilience response 3. Digital inclusion- the wider equality strategy and action plan. 4. Work programme		
7th December 2018	1. Private sector rented and other housing – condition and regulatory enforcement	Housing Scrutiny Commission members to be invited	
24th January 2019	1. Council budget 2. Fly-tipping 3. Work programme		
28nd March 2019	Update on spending reviews 1. Work programme		

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Appendix F

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2018-19

FORWARD PLAN / SUGGESTED ITEMS		
Topic	Detail	Proposed Date
Digital inclusion	This is a focus of	Provisionally October 2018
Taxi consultation	Consultation feedback update: 4th June 2018	
Community Asset Transfer	Possible review	October 2018
City Warden Service		
Enforcement	Residents parking	
Fly tipping	Data from each ward	
Safer Leicester Partnership	Sector reports and updates	
Neighbourhood Policing and Community Safety	Government's modern crime prevention strategy	
Cold calling and doorstep loans	Proposal from July 2017 meeting	
Community Safety	Public Spaces Protection Order (New Psychoactive Substances & Street Drinking): broad review	
Knife crime		
Regulatory Services		
Trading Standards	Legal highs	
Taxi Drivers	Child Safety/ screening process/ air quality	
Taxi Penalty System	12 month review – recommendation from NSCI August 2015	
Voluntary and Community Sector	Voluntary Action Leicestershire annual report	To be confirmed
Emergency food: City's Food Banks	Overview and forthcoming developments Update report on volunteering numbers on food banks	
Welfare reform/ Universal Credit	Briefing on impact and roll-out.	
The Furniture Bank Pilot Scheme:	Evaluation of pilot scheme and future options	

Neighbourhood Service and Community Involvement Scrutiny Commission

Work Programme 2018-19

Evaluation & Future Options		
KEY DECISIONS		
	None currently	
NON-KEY DECISIONS		
Temporary Relaxation of Taxi Age Policy	Announced May 2018	Autumn 2018

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