

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

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1.0 Introduction

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

1.1 Purpose of this plan

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

1.2 Aims and objectives

Leicester City Council aims to:

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

2.0 Leicester City's Food & Drink Sector

2.1 Profile of Leicester City

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

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

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

2.2 Food & Drink in Leicester Economy

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

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

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

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

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

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

2.3 The Register of Food Businesses

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

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

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

Table: Registered Food Establishments in Leicester

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

Table: New Food Business Registrations in the City

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

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

2.4 Food & Drink Sector Profile

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

The table below show the profile of food establishments by type

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

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

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

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

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

2.5 Food Hygiene Ratings in Leicester

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

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

The table below shows the distribution in ratings.

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

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

2.6 Broad compliance in Leicester

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

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

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

Table: Broad compliance time series

2.7 Food Hygiene Risk Profile of Leicester’s Food Sector

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

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

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

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

3.0 Leicester City Food Enforcement Function

3.1 Scope of Leicester City Council’s enforcement responsibilities

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

The Team follow these key principles in our enforcement role

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

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

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

3.2 Food Sector Interventions

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

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

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

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

3.3 Enforcement policy

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

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

The General Enforcement Policy was published in February 2015.

Leicester City Council has a published Prosecution Policy.

3.4 Organisational scope and management structure

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

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

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

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

3.5 Provision of specialist services

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

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

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

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

3.6 Public and business access to support

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

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

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

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

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

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

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

3.7 Liaison with other organisations

Leicester City Council is represented on the following groups:

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

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

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

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

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

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

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

3.9 Proposed Resourcing Strategy

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

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

3.10 Staff Competency and Training for 2017/18

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

Food Safety Team Competency Assessment:

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

Food Safety Team Training:

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

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

3.11 Financial allocation 2017/18

*Figures Pending completion of Spending Review

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

4.0 Service delivery for 2017/2018

4.1 Food safety intervention programme

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

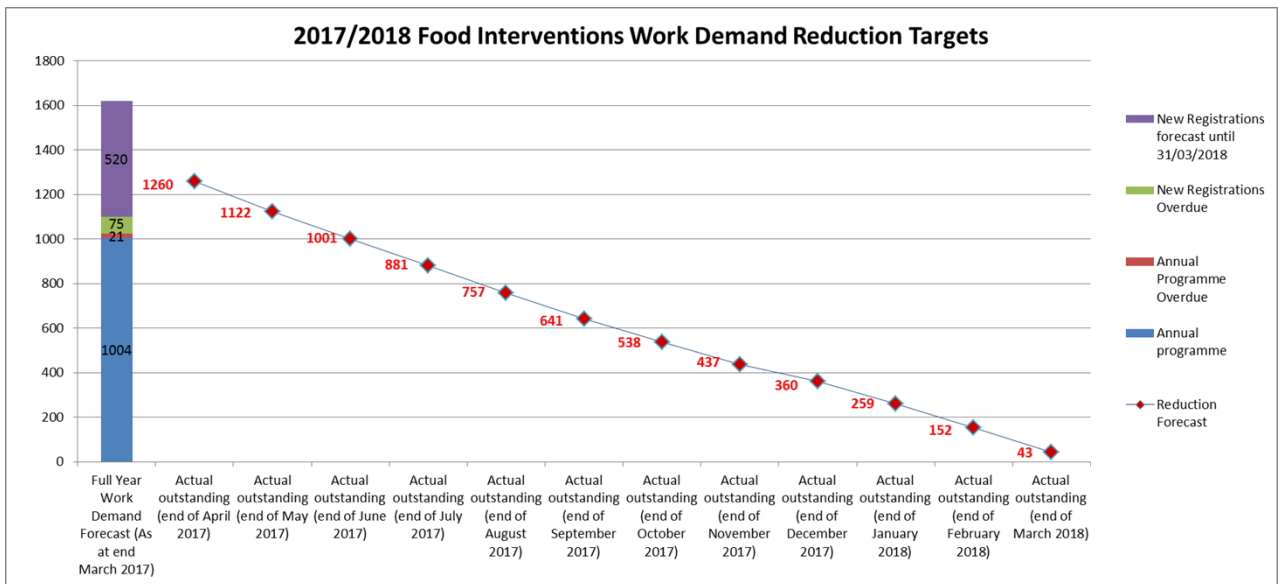
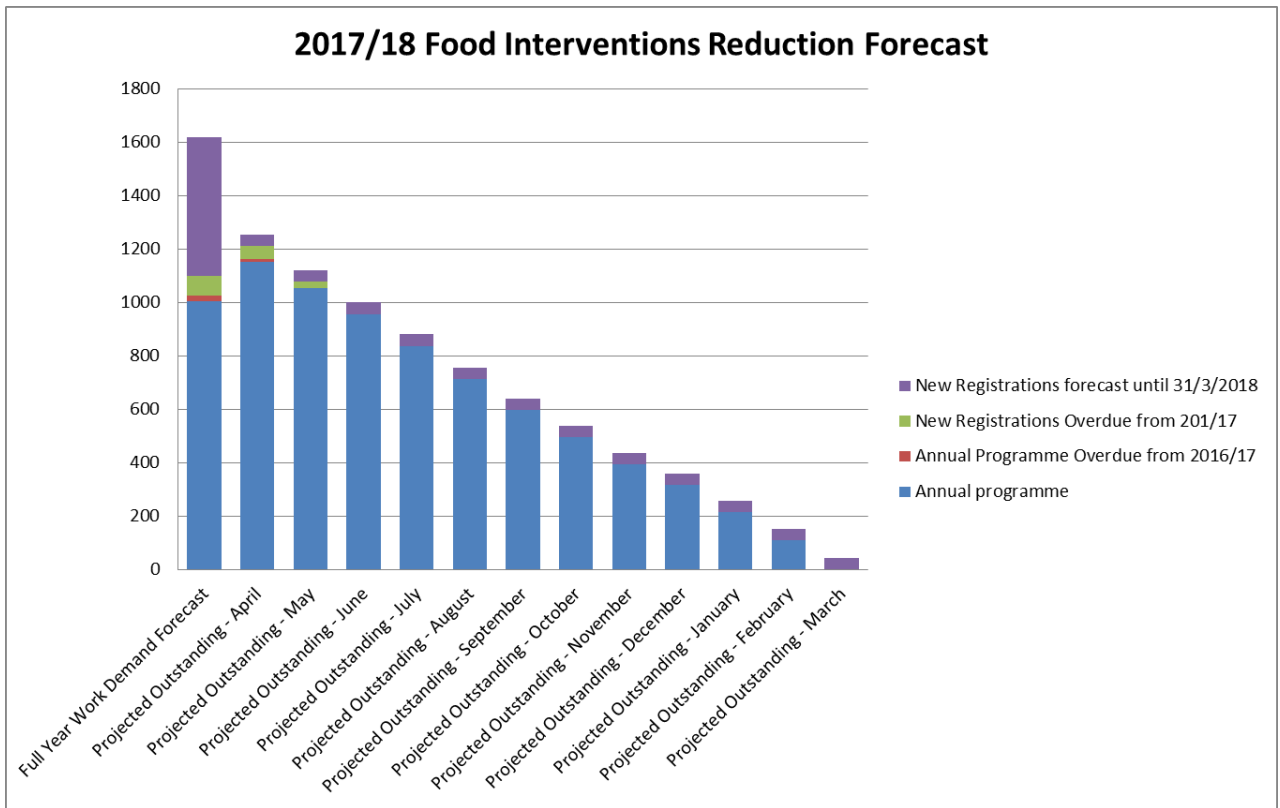
Annual Intervention Programme 2017/2018 (by risk category)	Number forecast in 2017/2018	Total due
A – at least every six months	48	
B – at least every twelve months	255	
C – at least every eighteen months	507	
D – at least every twenty four months	434	
E – a programme of alternative enforcement strategies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

Table: Composite Inspection/Intervention Programme for 2017/18

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

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

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



4.2 2017/18 Food Establishment Profiling

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

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

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

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

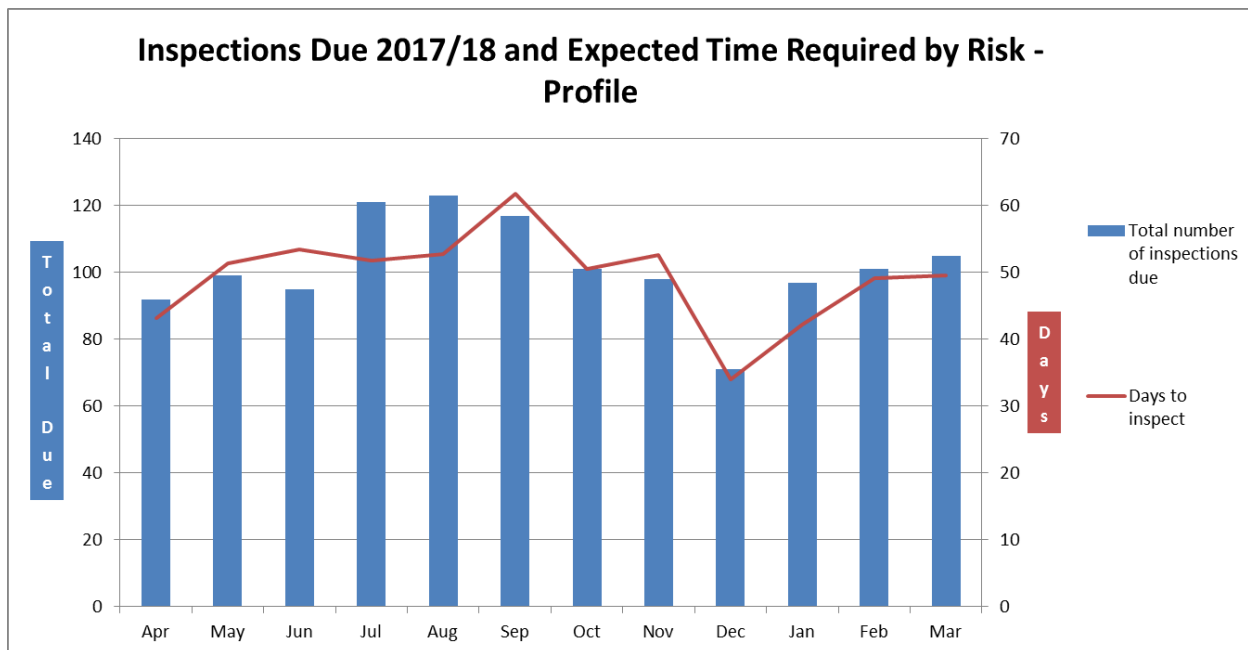
The principle of profiling has been carried on to the 2017/18 intervention schedule. The method of profiling has been refined following the experience gained during 2015/16 and 2016/17.

Rules used in profiling:

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

How the inspection Profile is determined:

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



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

2017/18 Inspection Profile - Main Food Themes

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

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

436 Food Establishments have been subject to profiling

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

4.3 Approved Establishments

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

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

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

4.4 Food Standards Intervention Program

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

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

2017/2018 Food Standards Inspections Due

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

4.5 Proposed Compliance Projects 2017/18

Engage food businesses and service users through social/digital media

The FST wish to utilise social and digital media to

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

Introduction of cost recovery for FHRS re-rating visits

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

Introduction of cost recovery based advice and support services

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

Promotion of 5 Rated Establishments

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

Allergens

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

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

Sweet Marts

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

Illicit Alcohol –wet bars/nightclubs

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

Launch new web content

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

Halal Certification

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

GM Foods

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

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

4.6 Registered feed establishments

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

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

4.7 Product Testing

Planned Local Sampling Exercises

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

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

Revision of Local Plan

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

4.8 Investigations of complaints relating to food and food premises

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

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

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

(Source: Local Authority Enforcement Management System – hygiene)

The Food Safety Team will respond appropriately.

4.8 Business and Consumer advice and support

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

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

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

5.0 Organisational Improvement & Development

5.1 Introduction

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

5.2 Quality assessment

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

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

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

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

5.3 Intra-authority and inter-authority audits

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

5.4 Organisational Improvement & Development Programme

The work programme includes:

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

6.0 Review of the Food Law Enforcement Plan 2016/17

6.1 Introduction

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

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

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

The food team remain committed to those key objectives.

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

6.2 Resourcing

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

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

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

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

Management	Frontline	Administrative Support
1.5	10.7	0.5

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

Management	Frontline	Administrative Support
1.5	10.2	0.5

6.3 Approved Establishments

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

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

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

Life With Taste

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

Eastern Catering

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

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

6.4 Monitoring Interventions

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

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

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

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

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

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

6.5 Monitoring Interventions and New Registrations– Clearing the Backlog`

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

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

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

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

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

but not inspected							
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6.6 Product Testing

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

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

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

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

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

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

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

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

6.7 Investigations

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

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

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

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

(Source: Local Authority Enforcement Management System – hygiene)

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

Investigating and prosecuting a Food Fraud – Dutch Bangla

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

6.8 Enforcement Actions

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

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

(Source: Local Authority Enforcement Management System – hygiene)

Prosecution - Boston Chicken & Pizza

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

Mega Oriental seizure

Seizure – Mega Oriental

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

6.9 Business Advice & Support

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

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

Leicester City Council continued to support food businesses with training.

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

Nutrition Labelling Project

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

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

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

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

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

There remains some follow up work to this project.

6.10 Conclusion of Service Plan Review

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

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

APPENDIX 1 : COMPARATIVE DATA FOR 2015/2016

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

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

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

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

(Source: Local Authority Enforcement Management System – hygiene)

APPENDIX 2

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

April 2016

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

May 2016

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

June 2016

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

July 2016

- 3 days Food Standards Training for all of FST plus other LCC authorised officers and lawyers
- Investigation into cockroach activity at Highfield Primary School
- Investigation into national E. coli 0157 pt34 outbreak.
- Undertaking to temporarily cease the use of the food function at the Ramgarhia Board Temple, 51 Menyell Rd.
- Advice and support to the Krishna Speaks Event 26th July to 2 August

August 2016

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

September 2016

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

October 2017

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

November 2016

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

December 2016

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

January 2017

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

February 2017

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

March 2017

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

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