



# Oadby & Wigston

BOROUGH COUNCIL

Law & Democracy  
Democratic Services

## TO COUNCILLOR:

R H Adams  
G A Boulter  
L M Broadley (Chair)  
F S Broadley

J K Chohan  
H E Darling  
J K Ford  
F S Ghattoraya

C D Kozlowski (Vice-Chair)  
C J R Martin

I summon you to attend the following meeting for the transaction of the business in the agenda below.

**Meeting:** Licensing & Regulatory Committee  
**Date and Time:** Thursday, 22 June 2023, 6.30 pm  
**Venue:** Council Offices, Bushloe House, Station Road, Wigston, Leicestershire, LE18 2DR  
**Contact:** Democratic Services  
**t:** (0116) 257 2775  
**e:** democratic.services@oadby-wigston.gov.uk

Yours faithfully

Council Offices  
Wigston  
14 June 2023

**Anne E Court**  
Chief Executive



**Meeting ID:** 2506

<u>ITEM NO.</u>	<u>AGENDA</u>	<u>PAGE NO'S</u>
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**1. Live Stream of Meeting | Instructions**

**This meeting will be live streamed.**

**Press & Public Access:**

**YouTube Live Stream**

A direct link to the live stream of the meeting's proceedings on the Council's YouTube Channel is below.

<https://www.youtube.com/watch?v=ruVR7HU8jXE>

**2. Apologies for Absence**

CUSTOMER  
SERVICE  
EXCELLENCE



**Postal Address:** Council Offices, Station Road, Wigston, Leicestershire LE18 2DR

**Refuse & Recycling Centre:** The Depot, Wigston Road, Oadby, Leicestershire LE2 5JE

**Tel:** (0116) 288 8961 **Fax:** (0116) 288 7828 **Email:** csc@oadby-wigston.gov.uk



oadby-wigston.gov.uk

~ Page 1 ~



OadbyWigstonBC



@Oadby\_Wigston

To receive apologies for absence from Members to determine the quorum of the meeting in accordance with Rule 7 of Part 4 of the Constitution.

### 3. **Appointment of Substitutes**

To appoint substitute Members in accordance with Rule 26 of Part 4 of the Constitution and the Substitution Procedure Rules.

### 4. **Declarations of Interest**

Members are reminded that any declaration of interest should be made having regard to the Members' Code of Conduct. In particular, Members must make clear the nature of the interest and whether it is 'pecuniary' or 'non-pecuniary'.

### 5. **Minutes of the Previous Meeting**

4 - 5

To read, confirm and sign the minutes of the previous meeting in accordance with Rule 19 of Part 4 of the Constitution.

### 6. **Action List Arising from the Previous Meeting**

To read, confirm and note the Action List arising from the previous meeting.

### 7. **Petitions and Deputations**

To receive any Petitions and, or, Deputations in accordance with Rule(s) 11 and 12 of Part 4 of the Constitution and the Petitions Procedure Rules respectively.

### 8. **Licensing & Regulatory Update (Q4 2022/23) (Presentation)**

6 - 20

Presentation of the Senior Strategic Development Manager

### 9. **Food Service Delivery Plan (2023/24)**

21 - 27

Report of the Senior Strategic Development Manager

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**MINUTES OF THE MEETING OF THE LICENSING AND REGULATORY COMMITTEE HELD  
AT/BY COUNCIL OFFICES, BUSHLOE HOUSE, STATION ROAD, WIGSTON,  
LEICESTERSHIRE, LE18 2DR ON THURSDAY, 9 MARCH 2023 COMMENCING AT 6.30 PM**

## **PRESENT**

M L Darr Vice-Chair



**Meeting ID: 2299**

## **COUNCILLORS**

Mrs R H Adams  
G A Boulter  
D M Carter  
M H Charlesworth  
F S Ghattoraya  
J Kaufman  
Mrs L Kaufman  
Ms C D Kozlowski  
Mrs H E Loydall

## **OFFICERS IN ATTENDANCE**

S J Ball Legal & Democratic Services Manager / Deputy Monitoring Officer  
A Hunt Democratic & Electoral Services Officer  
Ms H Ingar Solicitor  
J Wells Senior Strategic Development Manager

### **30. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillors Mrs L M Broadley, F S Broadley, Mrs H E Darling JP and Mrs L Eaton JP.

### **31. APPOINTMENT OF SUBSTITUTES**

None.

### **32. DECLARATIONS OF INTEREST**

None.

### **33. MINUTES OF THE PREVIOUS MEETING**

By affirmation of the meeting, it was

#### **UNANIMOUSLY RESOLVED THAT:**

**The minutes of the previous meeting held on 08 December 2022 be taken as read, confirmed and signed.**

**34. ACTION LIST ARISING FROM THE PREVIOUS MEETING**

None.

**35. PETITIONS AND DEPUTATIONS**

None.

**36. LICENSING & REGULATORY UPDATE (Q3 2022/23) (PRESENTATION)**

The Committee gave consideration to the presentation (as set out on pages 6 - 16 of the agenda pack) delivered by the Senior Strategic Development Manager, which asked it to note the Council's Licensing and Regulatory Update.

By affirmation of the meeting, it was

**UNANIMOUSLY RESOLVED THAT:**

**The content of the presentation be noted.**

**37. FOOD SAFETY ENFORCEMENT POLICY (MARCH 2023)**

The Committee gave consideration to the report and appendix (as set out on pages 17 - 41 of the agenda pack) which asked it to consider any relevant updates for the Food Safety Enforcement Policy 2023 ('the Policy') and to ensure any relevant changes are included.

It was moved by M H Charlesworth and seconded by the Vice Chair and

**UNANIMOUSLY RESOLVED THAT:**

- i) That the Food Safety Enforcement Policy 2023 be adopted and;**
- ii) That delegated authority be granted to the Head of Law and Democracy to consider any amendments as may be necessary in consultation with the Chair of the Licensing and Regulatory Committee.**

**THE MEETING CLOSED AT 7.30 pm**



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**Chair / Vice-Chair**

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**Date Not Specified**

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# Licensing and Regulatory Committee

Jon Wells

22 June 2023

Oadby & Wigston | Our borough -  
the place to be

Agenda Item 8

# Environmental Health

# Food Safety and Hygiene

- 69 Food Complaints investigated 22/23
- Green light from the FSA following the most recent audit
- Sampling programme 23/24 to start
- Duty of care campaign

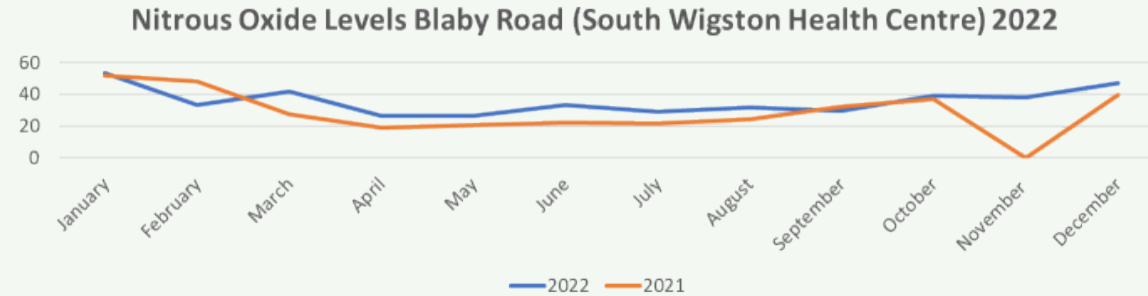
# Public Health

- 7 Welfare Burials conducted in 22/23
- Infectious disease notifications for example salmonella, campylobacter and giardia
- During the pandemic over 10,200 compliance visits and checks were made



# Air Quality

- Live Air Quality Data <https://www.ukairquality.net/>



- Blaby Road joint partnership project with education, primary care and public health
- Annual status Report for DEFRA (23 measurement devices and 3 'live' stations/sensors)
  - Polluting processes regulated

# Environmental Protection

- 45 abandoned vehicles reported
  - 29 bonfires reported
- 74 waste reports (fly tipping, littering)
  - 130 noise complaints received
- Countywide fly tipping campaign
- Dog warden services partnership

# Licensing

# Taxi Licensing

- Hackney carriages, private hire, combined driver and operator licenses issued

<b>Licence Type</b>	<b>Number of Licences Issued</b>
<b>Combined Driver</b>	<b>29</b>
<b>Combined Driver (Renewal)</b>	<b>100</b>
<b>Hackney Carriage</b>	<b>81</b>
<b>Hackney Carriage (Renewal)</b>	<b>250</b>
<b>Private Hire Operator</b>	<b>2</b>
<b>Private Hire Vehicle</b>	<b>4</b>
<b>Private Hire Vehicle (Renewal)</b>	<b>15</b>
<b>Grand Total</b>	<b>481</b>

# Alcohol and Gambling Licensing

- 115 establishments licenced for the sale or provision of alcohol
  - 697 personal licenses issued
- 48 gambling establishments or gambling machines licenced
  - Temporary event notices issued 1

# Other Licences

- 7 animal welfare establishments
  - 61 special treatments
- 43 hairdressers and barbers
- House to house collections
  - 2 scrap metal dealers
- Street collection permits

# Private Sector Housing

# Housing Standards

- 260 requests to deal with poor conditions and disrepair
  - Homes for Ukraine scheme
    - Illegal evictions
  - Filthy and verminous premises
  - Accommodation certificates
    - Overcrowding
    - Tenancy advice

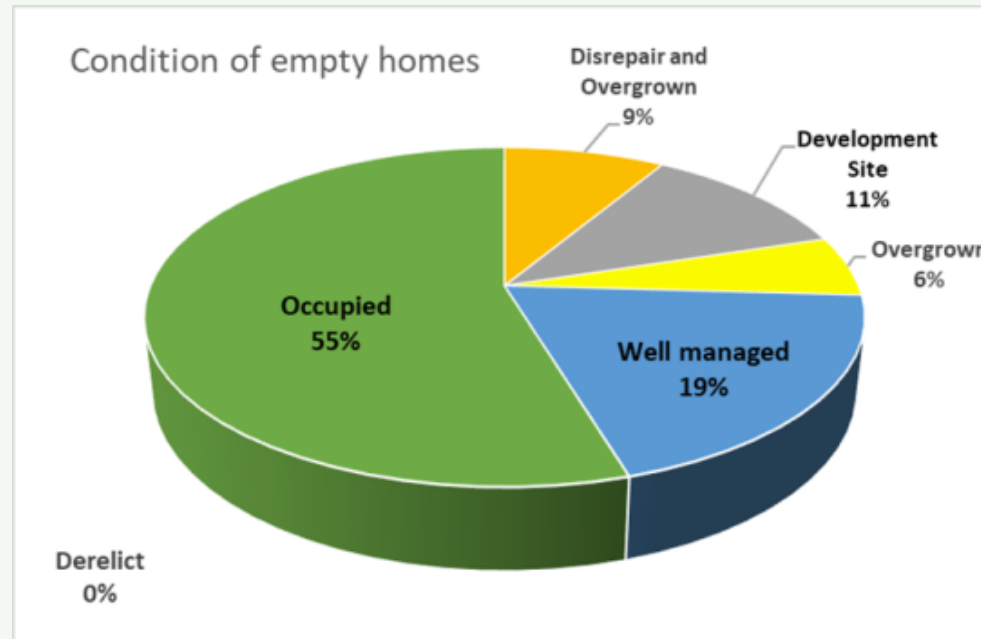


# Property Licensing

- South Wigston private rented sector
  - Applications received 803
    - Income circa £600k
    - HMOs licenced 14

# Empty Homes

- 0.56% of dwellings in our area (139)



# Energy Improvement Grants

## Local Authority Delivery (LAD) Phase 2 and 3

Funding to install energy efficiency measures into private home with a mains gas supply

## Home Upgrade Grant (HUG) Phase 1 and 2

Funding to install energy efficiency measures into private home without a mains gas supply, properties where the main source of heating is electricity, oil or LPG.

## Social Housing Decarbonisation Fund (SHDF) Wave 2.1

Funding to install energy efficiency measures to Council owned properties

Measures include; Solar Panels, Loft Insulation, External Wall Insulation, Replacement Electric Heaters and Double Glazing.



# 1.5 Million

Pounds of Energy  
Efficiency Funding  
Secured

# Agenda Item 9



<b>Licensing and Regulatory Committee</b>	<b>Thursday, 22 June 2023</b>	<b>Matter for Information</b>
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**Report Title:** **Food Service Delivery Plan (2023/24)**

**Report Author(s):** **Jon Wells (Senior Strategic Development Manager)**

<b>Purpose of Report:</b>	To highlight the plan for delivering the Food Service for the current year and report progress on 2022/23.
<b>Report Summary:</b>	The Food Service is an important element of our Environmental Health work. This report sets out our work plan for the current year to ensure we comply with the Food Standards Agency (FSA) requirements.
<b>Recommendation(s):</b>	<b>That the content of the report and appendix be noted.</b>
<b>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</b>	David Gill (Head of Law and Democracy / Monitoring Officer) (0116) 257 2626 <a href="mailto:david.gill@oadby-wigston.gov.uk">david.gill@oadby-wigston.gov.uk</a>  Jon Wells (Senior Strategic Development Manager) (0116) 257 2692 <a href="mailto:jon.wells@oadby-wigston.gov.uk">jon.wells@oadby-wigston.gov.uk</a>
<b>Strategic Objectives:</b>	Our Council (SO1) Our Communities (SO2) Our Economy (SO3) Our Partners (SO5)
<b>Vision and Values:</b>	Customer & Community Focused (V1) Proud of Everything We Do (V2) Resourceful & Resilient (V4)
<b>Report Implications:-</b>	
Legal:	There are no implications directly arising from this report.
Financial:	There are no implications directly arising from this report.
Corporate Risk Management:	Reputation Damage (CR4) Regulatory Governance (CR6) Failure to Respond to a Significant Incident (CR7) Decreasing Financial Resources / Increasing Financial Pressures (CR1) Political Dynamics (CR3)
Equalities and Equalities Assessment (EA):	There are no implications directly arising from this report.
Human Rights:	There are no implications directly arising from this report.
Health and Safety:	There are no implications directly arising from this report.
<b>Statutory Officers' Comments:-</b>	

Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	<ul style="list-style-type: none"> <li>Food Standards Agency (FSA) withdrawal of Recovery Plan official letter dated 2 May 2023.</li> </ul>
<b>Appendices:</b>	<ol style="list-style-type: none"> <li>Food Service Delivery Plan 2023/24</li> </ol>

## 1. Background and overview of 2022/23

- 1.1 During 2022/23 the Council undertook all official controls and related activities to ensure food outlets were complying with food hygiene and food standards on a risk basis. Work was therefore prioritised as follows:
- New businesses triaged to assess the need for intervention,
  - Reactive work including enforcement in the case of non-compliance, managing food incidents and hazards, and investigating complaints,
  - Carried out inspections of high risk premises,
  - Ongoing proactive surveillance to obtain an accurate picture of the local business landscape.
- 1.2 The Food Standards Agency (FSA) set out a two phased recovery plan following the pandemic with phase two running until 31 March 2023. All the milestones set were achieved through our regular 'temperature checks' with the FSA and the Council is pleased to report that we can move back to more business as usual. It should be noted, however, that many of the lower risk businesses (Category E) have not been inspected.
- 1.3 During the last year the following has been achieved:
- Number of inspections – 124
  - Interventions – 8
  - New businesses triaged – 136
  - Food complaints investigated – 69
  - Food advice and guidance – 167
  - Suspected food poisoning notifications – 43
  - Broadly compliant score (those rated 3 and above) – 94%
- 1.4 Staffing resource is provided by a Senior Environmental Health Officer (0.8FTE) who is the Food Lead for the Council and an Environmental Health Officer (0.8FTE) following successful recruitment in November last year. Officers from Harborough District Council (HDC) had previously assisted but this support is now no longer necessary. A mutual aid agreement

with Harborough District Council is still in place for emergency situations should the need arise.

- 1.5 Last year standards were generally satisfactory, with some interventions necessary for the poorer performers. There is growth in home catering and some small independent local businesses. Overall the compliance rate is high.

## **2. Food Service Delivery Plan 2023/24**

- 2.1 The plan for this year is based on FSA guidance and advice. Again, there will be a focus on the high risk premises but also an emphasis on returning to normal inspection frequencies for lower risk businesses (those who have not received an inspection or any contact for the last few years). The majority of these are in Category E and include chemists, newsagents and wet sale pubs.
- 2.2 The team will continue to use intelligence and registration information to inform risk and carry out inspections of establishments in Category A, B, C and D regardless of compliance levels. The poorer performers will receive specific interventions.
- 2.3 This year's plan is attached at Appendix 1 and the profile of businesses has been updated and action plan revised to include this years key areas of work which will now include a sampling programme.
- 2.4 A year end return to the FSA has been completed satisfactorily.

## **FOOD SERVICE DELIVERY PLAN (2023/24)**

### 1. Introduction

The Council recognises the important role it plays in securing the safety of food consumed in the Borough. This plan's key focus is to demonstrate how the Council will fulfil its statutory obligations and duties in relation to food safety.

The stated aim of the Food Standards Agency is to ensure that food law enforcement is undertaken by the various agencies in an effective, comprehensive and collaborative manner. This Food Safety Service Plan sets out to achieve these objectives.

Underpinning our Food Safety Service is the ethos on ensuring we are delivering services to all communities equitably, proportionally and consistently, taking account of the personal beliefs, race, age, disability, gender and sexuality of all our customers.

### 2. Service aims

The Food and Health & Safety Team aims to **provide a food safety service in Oadby and Wigston Borough Council, to the public and businesses alike, that is equitable, proportional, consistent, helpful, open and takes into account equality issues.**

It intends to ensure the interests of consumers in relation to food are protected and ensure food is safe, food is what it says it is, consumers can make informed choices about what to eat and where.

### 3. Key priorities

- 3.1 To put the consumer first in everything we do.
- 3.2 To ensure that interventions are carried out commensurate with the principles of risk, at food premises within the district, ensuring compliance with the relevant food laws.
- 3.3 To ensure as far as reasonably practicable, that imported food used or sold in premises within the Borough complies with all relevant Food Law.
- 3.4 To ensure as far as reasonably practicable, that no illegally produced food is used or sold in premises within the Borough e.g. meat or meat products from unauthorised premises.
- 3.5 To ensure food complaints are investigated.
- 3.6 To continue to develop partnerships with small local businesses and larger national companies based in our area, which will help to provide consistent and proportional advice on food safety issues at both local and national levels.
- 3.7 To undertake a food sampling regime based on local and national priorities.
- 3.8 To provide informed and helpful advice to businesses and the public alike on matters relating to food safety.

- 3.9 To act on food safety alerts promptly and in a manner that is proportionate to the risks involved.
- 3.10 To play a key role in developing innovative ways that enable, motivate, educate and inform members of the public of matters relating to food safety.
- 3.11 To provide help, advice and support to consumers to protect health and promote healthier lifestyles and consumer choice.
- 3.12 To review the way we deliver our food service annually that takes into account recognised performance targets and standards.

#### 4. Links to Corporate Plan

Seizing on the Council’s Corporate Plan (2019-2024), the Food Service will ensure it delivers an excellent service, one where communities and customers are protected and put first; where businesses are supported to improve and comply and be the best they can, while also striving for continuous improvement through innovation.

#### 5. Factors likely to impact on the delivery of the Food Service 2023/24

- 5.1 Changes in the way in which Food Safety is delivered having regard for the Food Standards Agency guidance on future regulation and compliance
- 5.2 Implementation of agile working
- 5.3 A review of our working procedures
- 5.4 Opportunities to build capacity and resilience in the food service area
- 5.5 Demands from other Environmental Health work areas

#### 6. Service delivery action plan

Work activity	Ongoing work	Performance measure	Timescale
Interventions	Prioritise inspections as follows: <ol style="list-style-type: none"> <li>1. new businesses triaged as requiring an inspection,</li> <li>2. those businesses in Categories A, B, C and D</li> <li>3. businesses who are the worst performers</li> </ol>	Complete 100% of inspections by year end  Maintain percentage of ‘broadly complaint’ (those with a FHRS of 3 and above) to above 90%	March 2024



Work activity	Ongoing work	Performance measure	Timescale
	4. checking and updating records on Category E businesses	Triage all Category E premises	
Food and premises complaints	Investigate all food and premises complaints	To respond to all food and premises complaints within 5 working days	March 2024
Provision of advice to businesses and other service users	Respond to all requests	Respond to all such requests within 5 working days	March 2024
Food poisoning and outbreak investigations	Undertake all food poisoning or outbreak notifications received	Respond to all such request within 1 working day	March 2024
Food safety incidents	Respond to food alerts issued by the FSA	Respond in accordance with FSA guidance	March 2024
Food Safety promotion and education	Review all documentation, train officers, promote national campaigns (e.g. Food Safety week)	Publicise inspection ratings on social media quarterly	Quarterly
Explore new ways of working to ensure productivity increases	Continue to use agile working initiatives such as providing online letters, linking electronic documents and implement mobile working devices. Seek feedback from business owners	Back office business system implemented  Use customer feedback as a tool to help shape our future service.	March 2024
Take part in the Food Sampling Programme as set out by the UK Health Security Agency (formerly Public Health England) and the Leicestershire Food Best Practice Group	Targeted sampling to verify that food businesses are following their own procedures satisfactorily	Achievement of required food sampling and environmental swabbing programme working with Trading Standards and other Councils in Leicestershire	March 2024

7. Profile of food businesses and compliance levels (as 1 April 2023)

<b>Table 1 Profile of food businesses</b>	<b>Numbers of food businesses</b>
Total food businesses	421
Unrated/new businesses	20
Category A premises (those requiring an inspection every 6 months)	1
Category B premises (those requiring an inspection every 12 months)	15
Category C premises (those requiring an inspection every 18 months)	54
Category D premises (those requiring an inspection every 24 months)	123
Category E premises (those requiring an inspection every 36 months)	228

<b>Table 2 Compliance levels of food businesses</b>	<b>Numbers of food businesses</b>
Non-compliant with urgent improvement required (graded 0 on the FHRS)	0
Non-compliant where major improvement is necessary (graded 1 on the FHRS)	4
Non-compliant where some improvement is necessary (graded 2 on the FHRS)	3
Satisfactory (graded 3 on the FHRS)	17
Good (graded 4 on the FHRS)	47
Very good (graded 5 on the FHRS)	350