

FOOD SERVICE DELIVERY PLAN 2021/22

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 a more 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 2021/22

- 5.1 Changes in the way in which Food Safety is delivered should the Food Standards Agency revise or alter the future regulation and compliance programme.
- 5.2 Implementation of any agile working solution
- 5.3 A review of our working procedures
- 5.4 The successful and timely recruitment to the Environmental Health Officer post
- 5.5 Demands from other Environmental Health work areas for example those arising as part of the COVID recovery route map

6. Service delivery action plan

Work activity	Ongoing work	Performance measure	Timescale
Interventions	Prioritise inspections as follows: <ol style="list-style-type: none"> 1. new businesses, 2. those businesses in Category A and B that are overdue from 2020/21, 3. non-compliant category C premises 	Complete 100% of inspections by year end Increase percentage of 'broadly compliant' (those with a FHS of 3 and above) to 90% Reduce the number of outstanding	March 2022

	4. those non-complaint businesses where enforcement action is required 5. businesses who are the worst performers	inspections from the previous year to 10	
Food and premises complaints	Investigate all food and premises complaints	To respond to all food and premises complaints within 5 working days	March 2022
Provision of advice to businesses and other service users	Respond to all requests	Respond to all such requests within 5 working days	March 2022
Food poisoning and outbreak investigations	Undertake all food poisoning or outbreak notifications received	Respond to all such request within 1 working day	March 2022
Food safety incidents	Respond to food alerts issued by the FSA	Respond in accordance with FSA guidance	March 2022
Food Safety promotion and education	Review all documentation, train officers	Complete the procedures review and implement updates	March 2022
Explore new ways of working to ensure productivity increases	Explore/implement agile working initiatives such as providing online letters, linking electronic documents and implement mobile working devices	Back office business system implemented Complete review of procedures to reduce administrative burden and provide more cost effective and productive service	March 2022

7. Profile of food businesses and compliance levels (as May 2021)

Table 1 Profile of food businesses	Numbers of food businesses
Total food businesses	485
Unrated/new businesses	64
Category A premises (those requiring an inspection every 6 months)	1

Category B premises (those requiring an inspection every 12 months)	13
Category C premises (those requiring an inspection every 18 months)	66
Category D premises (those requiring an inspection every 24 months)	212
Category E premises (those requiring an inspection every 36 months)	193

Table 2 Compliance levels of food businesses	Numbers of food businesses
Non-compliant with urgent improvement required (graded 0 on the FHRS)	3
Non-compliant where major improvement is necessary (graded 1 on the FHRS)	6
Non-compliant where some improvement is necessary (graded 2 on the FHRS)	4
Satisfactory (graded 3 on the FHRS)	19
Good (graded 4 on the FHRS)	33
Very good (graded 5 on the FHRS)	239