

FOOD SERVICE DELIVERY PLAN (2024/25)

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, and 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.

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 2024/25

- 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 given the team will be one member of staff less for 2024/25.

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 triaged as requiring an inspection, 2. those businesses in Categories A, B, C and D 3. businesses who are the worst performers (0,1 and 2 rated) 4. checking and updating records 	Complete 100% of inspections by year end (high risk to medium risk) Maintain percentage of 'broadly complaint' (those with a FHRS of 3 and above) to above 90%	March 2025

Work activity	Ongoing work	Performance measure	Timescale
	on Category E businesses 5. Carry out outstanding inspections carried forward from 2023/24	Triage remaining Category E premises	All carried over premises inspected by June 2024
Food and premises complaints	Investigate all food and premises complaints	To respond to all food and premises complaints within 5 working days	March 2025
Provision of advice to businesses and other service users	Respond to all requests	Respond to all such requests within 5 working days	March 2025
Food poisoning and outbreak investigations	Undertake all food poisoning or outbreak notifications received	Respond to all such request within 1 working day	March 2025
Food safety incidents	Respond to food alerts issued by the FSA	Respond in accordance with FSA guidance	March 2025
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 2025
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 2025

7. Profile of food businesses and compliance levels (as 1 April 2024)

Table 1 Profile of food businesses	Numbers of food businesses
Total food businesses	417
Unrated/new businesses	29 (included in the total above)
Category A premises (those requiring an inspection every 6 months)	0
Category B premises (those requiring an inspection every 12 months)	13
Category C premises (those requiring an inspection every 18 months)	53
Category D premises (those requiring an inspection every 24 months)	122
Category E premises (those requiring an inspection every 36 months)	200

Table 2 * Compliance levels of food businesses	Numbers of food businesses
Non-compliant with urgent improvement required (graded 0 on the FHRS)	1
Non-compliant where major improvement is necessary (graded 1 on the FHRS)	2
Non-compliant where some improvement is necessary (graded 2 on the FHRS)	0
Satisfactory (graded 3 on the FHRS)	20
Good (graded 4 on the FHRS)	36
Very good (graded 5 on the FHRS)	319

* For inclusion within the rating scheme a food business has to sell direct to the consumer and has to have been inspected. For example manufacturers will be excluded (Pladis, Charnwood Foods etc.).