

## FOOD SERVICE DELIVERY PLAN (2025/2026)

### 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 the Oadby and Wigston Borough Council area, 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

The Food Service will align with the Council's Corporate Strategy (2024-2027), in that it 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 2025/2026

- 5.1 Ensuring we can fulfil the requirements of the Food Standards Agency.
- 5.2 Any change in guidance, best practice or the introduction of new food related legislation.
- 5.3 Demands from other Environmental Health work areas.

#### 6. Service Delivery Action Plan

Work activity	Ongoing work	Performance measure	Timescale
Interventions	<p>Prioritise inspections as follows:</p> <ol style="list-style-type: none"> <li>1. new businesses triaged as requiring an inspection,</li> <li>2. businesses in Categories A, B, C and D</li> <li>3. businesses who are the worst performers (0,1 and 2 rated)</li> <li>4. undertaking self-assessment questionnaires on Category E businesses</li> </ol>	<p>Complete 100% of inspections by year end (high risk to medium risk).</p> <p>Maintain percentage of 'broadly complaint' (those with a FHRS of 3 and above) to above 90%.</p> <p>Carry out self-assessment questionnaire for all Category E's premises.</p>	March 2026.

Work activity	Ongoing work	Performance measure	Timescale
	5. Carry out outstanding inspections carried forward from 2024/25		All carried forward inspections to be completed by June 2025.
Food and premises complaints	Investigate all food and premises complaints	To respond to all food and premises complaints within 5 working days.	March 2026
Provision of advice to businesses and other service users	Respond to all requests	Respond to all such requests within 5 working days.	March 2026
Food poisoning and outbreak investigations	Undertake all food poisoning or outbreak notifications received	Respond to all such request within 1 working day.	March 2026
Food safety incidents	Respond to food alerts issued by the FSA	Respond in accordance with FSA guidance.	March 2026
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	Capture customer feedback as a tool to help shape our future service.	March 2026
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 2026

## 7. Profile of Food Businesses and Compliance Levels (as 1 April 2025)

<b>Table 1 Profile of food businesses</b>	<b>Numbers of food businesses</b>
Total food businesses	412
Unrated/new businesses	34 (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)	46
Category D premises (those requiring an inspection every 24 months)	127
Category E premises (those requiring an inspection every 36 months)	192

<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)	3
Non-compliant where some improvement is necessary (graded 2 on the FHRS)	1
Satisfactory (graded 3 on the FHRS)	15
Good (graded 4 on the FHRS)	38
Very good (graded 5 on the FHRS)	321

\* 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 (e.g. Pladis, Charnwood Foods etc).