



**Broxtowe
Borough**

C O U N C I L

Food Service Plan 2023-2024

1.0 Introduction

Broxtowe Borough Council (the Council) is committed to ensuring that food produced, sold or consumed in the district is safe to eat and does not pose a risk to public health.

This Food Service Plan sets out how the Council will deliver the elements of food safety and hygiene for which the Council has enforcement responsibility.

The requirement to have a Food Service Plan is laid down by the Food Standards Agency (FSA) in its Framework Agreement on Local Authority Food Law Enforcement. The FSA was established in April 2000 as an independent monitoring and advisory body and is the central competent authority responsible for food safety in the UK.

The guidance produced by the Food Standards Agency in prioritising interventions during the COVID 19 pandemic and afterwards (The Recovery Plan) was implemented as appropriate to ensure food hygiene interventions were prioritised appropriately and the backlog of interventions, the continued increase in new food businesses and the changes in food business operations were dealt with in accordance with risk.

2.0 Food Safety Service Aims and Objectives

2.1 Aim

To maintain, and where possible improve, the health and wellbeing of residents and visitors to the borough of Broxtowe and the success of local food businesses by ensuring the safe production, processing, handling, storage, distribution and sale of food in the district.

2.2 Objectives

- To ensure that at all levels of the food chain, all food prepared, sold or offered for sale is wholesome and fit for human consumption.
- To operate the service in accordance with the relevant Code of Practice and the requirements of the Food Standards Agency.
- To implement the FSA Recovery Plan prioritising food safety interventions.
- To keep accurate records of all food enforcement activities and maintain an accurate register of food businesses in the district.
- To carry out food hygiene interventions in accordance with the minimum inspection frequencies and to standards determined by the Food Standards Agency.
- To participate in the National Food Hygiene Rating Scheme providing information about businesses to facilitate customer choice.
- To encourage standards of hygiene higher than the minimum acceptable in law.
- working towards increasing overall food hygiene ratings for food businesses, thereby protecting food consumers within the Borough

- To aid local businesses export food and drink to the EU and worldwide by providing export health certificates.
- To deal with food alerts in accordance with Food Standards Agency guidance.
- To investigate complaints relating to food premises or food sold in the borough of Broxtowe.
- To investigate notified cases of food and water borne illness and take effective action to control the spread of infection.
- To sample and risk-assess private water supplies.
- To effectively and efficiently meet the needs of the public and businesses using our service and to respond positively to challenges.
- To respond to planning and licensing consultations as a statutory consultee.
- To increase the knowledge of food handlers and the general public about the principles and practice of food hygiene.
- To support and promote schemes and initiatives which improve the health of customers of food businesses (e.g. Healthy Options Takeaway (HOT)).
- To undertake surveillance, inspection and sampling of foods and food contact materials including imported food in accordance with national food sampling surveys taking action to remove unsafe food from sale.
- To provide appropriate responses to public health emergencies.
- To work with partners to maintain a safe community.

3.0 Links to Broxtowe's Corporate Plan

The Council's priorities are detailed in the Corporate Plan 2020-24

The Food Service Plan accords with the Council's Vision which is: *"A greener, safer healthier Broxtowe where everyone prospers"*

The Food Service Plan contributes directly to the Business Growth and Health priorities in the Corporate Plan which are:

"Invest in our towns and our people" and "Support people to live well"

4.0 Organisation structure and staffing

The food safety service is within the Environmental Health Team. Since June 2021, the Chief Environmental Health Officer (Chief EHO) reports directly to the Chief Executive. A Senior Environmental Health Officer post was created to manage the food safety service and to reduce the number of direct reports to the Chief EHO, but a permanent post holder has only recently been successfully appointed and does not commence until May 2023. The Senior is currently a temporary Officer carrying out a minimum of 3 days per week since November 2021. The Environmental Health remit also includes occupational health and safety, environmental protection, private sector housing, dealing with public health emergencies, animal, skin piercing and scrap metal licensing and registrations, private water supplies and camping and

caravan sites. The wider Licensing function (taxis, liquor, street collections, massage and special treatments, sexual entertainment venues and gambling etc.) has been under the Chief Environmental Health Officer's management since 1st July 2021.

The establishment provides for seven suitably qualified officers who are able to undertake food safety, occupational health and safety, licensing, registrations, private water supply and infectious disease investigation duties. This comprises of the Chief Environmental Health Officer, five Environmental Health Officers (including the Senior EHO and another part time officer) and one part-time Environmental Health Technical Officer (who is qualified to the Higher Certificate in Food and Food Premises Inspection standard).

During 2022-2023 there were unfilled hours relating to the Senior Environmental Health Officer however additional work has been picked up by the Chief EHO and a contractor who has been carrying out food hygiene interventions, including the majority of new food premises inspections. There are also other vacancies (including in the pollution team) within environmental health and further recruitment will be attempted in 2023/2024 after a review of the team has taken place.

Administration support is provided by another department which also supports other teams. In 2022/23 the staffing allocation equated to 3.0 Full Time Equivalent (FTE) for food safety duties.

5.0 Staff Development and Competency

All officers are subject to regular appraisal and participation in competency assessments and authorisation frameworks for the relevant service areas. Specific Continuing Professional Development (CPD) requirements as required by the Food Law Code of Practice, membership of the Chartered Institute of Environmental Health or equivalent professional bodies are also adhered to. It is essential that Officers are up to date in legislation and enforcement issues and the service utilises free and low cost training courses available in addition to completing specific job training as required and utilising tools such as the Regulators Development Needs Assessment (RDNA) and cascade training through the team as appropriate.

The Environmental Health section is responsible for all aspects of food hygiene and safety, private water supplies and infectious disease control, as well as a wide range of other duties including wider public health duties, occupational health and safety, animal activity licensing, the registration of skin piercing activities, consultations for planning, licensing applications and temporary event notices.

All officers within Environmental Health work generically providing a full range of services within the field. All officers are expected to prioritise a workload that includes a range of cases both of a proactive and reactive nature and a risk profile suitable for their role.

In terms of food safety services, responsibilities include:

- Inspection of food premises in accordance with the Food Law Code of Practice.

- Registration of food businesses.
- Approval and inspection of businesses producing foods of animal origin.
- Investigation of complaints about food and hygiene at food premises.
- Promotion of documented food safety systems.
- Participation in and promotion of the National Food Hygiene Rating Scheme.
- Sampling of food for microbiological examination.
- Investigation of food borne infection.
- Investigation of food poisoning outbreaks.
- Imported food control.
- Sampling.
- Food alerts (food hazard warnings).
- Provision of advice and guidance including participation in events that promote food safety and supporting new and proposed food businesses.
- Food hygiene training courses.
- Provision of Health Certificates as requested.

Whilst undertaking food safety interventions, officers also carry out the following additional functions:-

- hazard spotting in relation to health & safety issues.
- priority based health and safety inspections (currently focussed on gas safety).
- duty of care waste checks.

As part of the provision of a complete service, the section works in conjunction with the following partner organisations:

- The Food Standards Agency.
- Department for Environment Food and Rural Affairs (DEFRA).
- The Health and Safety Executive (HSE).
- The UK Health and Security Agency (UKHSA).
- Other local authorities including Public Health, Trading Standards etc. as appropriate.
- Public Analyst.

The Council is also represented on the following working groups:

- Nottinghamshire Food Liaison Group
- Nottinghamshire Food Sampling group
- Nottinghamshire Licensing and Registration Sub Group
- Nottinghamshire Health and Safety Group
- Infection Liaison Committee
- Nottinghamshire Regulatory Managers Group
- Health Protection Strategy Group
- Local Health Resilience Forum
- Midland Health and Safety Group
- East Midlands Work Related Deaths Forum

These groups also contribute to wider regional and national working groups.

Quality Assurance

The following monitoring arrangements are in place:

- Paper/computer based checks in respect of food hygiene inspections.
- Shadow inspections for new staff, existing staff, contractors and those returning to food work.
- Peer review/audit of enforcement action in respect of food safety work.

5.0 Enforcement Protocol

The enforcement protocol has been approved by the Council and reflects the intention of the service to meet the requirements of criminal investigation laws and the Regulators Compliance Code.

6.0 Demands on the Food Service

The following paragraphs outline the various demands on the service and the profile of the premises within the Borough.

6.1 Number of Premises

As at 31 March 2023, there were 838 food premises on the Broxtowe food database. The table below shows the number of each type of food business in each category.

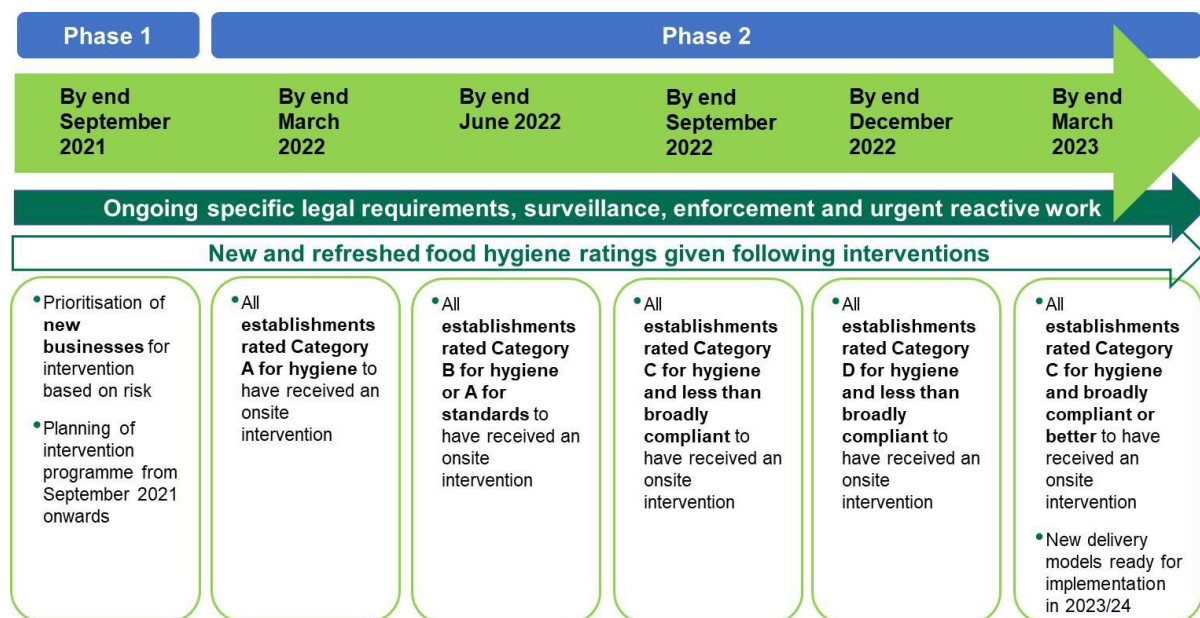
Premises category	Total number of premises in category
Producers	1
Manufacturers/Packers	18
Importers	2
Distributors	4
Retailers	213
Restaurants and Caterers	600
Total Number of Premises	838

6.2 Interventions at Food Establishments

The Council uses the Food Hygiene Intervention Rating Scheme as detailed in the Brand Standard for the National Food Hygiene Rating Scheme and the Food Law Code of Practice to determine the frequency that food premises should be inspected. This ensures that all premises are inspected at an appropriate minimum interval determined by their individual risk rating. The risk rating is based on the nature of food handling undertaken, the level of compliance with legal requirements and confidence in food safety management systems. The minimum frequency varies from six monthly to three years depending on the assessed risk category.

Additional interventions and officer time are directed at those businesses which fail to meet basic compliance with food safety. Ratings of businesses meeting the criteria contained in the Brand Standard are published on the Food Standards Agency website as part of the National Food Hygiene Rating scheme. The Council

also worked in accordance with the Food Safety Recovery Plan which determined the national food safety priorities during the different stages of the COVID pandemic response and beyond. A summary of the key stages in the FSA Recovery Plan is detailed below. The Recovery Plan phases ended on 31 March 2023 and expectations regarding interventions have reverted back to the Food Law Code of Practice.



As at 31 March 2023, the breakdown of food businesses by category in the district was as follows:

Priority	Premises category	Premises Score	Frequency of Inspection	Total number of Premises in Category
A	High	92 or higher	6 months	5
B	High	72 to 91	12 months	31
C	High	52 to 71	18 months	173
D	Low	31 to 51	24 months	311
E	Low	0 to 30	Alternative Interventions (36 months)	285
Unrated	Other		New premises within 28 days of registration	19
Outside Programme	Other			14
Total				838

A specific database is used to generate and record interventions. This database is also used to extract data to upload to the national Food Hygiene Rating Scheme website, the 'temperature check' data return to the FSA, the Health and Safety Executive/Local Authority Enforcement Liaison Committee (HELA) return to the Health and Safety Executive (HSE) and other statutory returns (e.g. Drinking Water and Animal activities licensing returns to DEFRA, Noise return to the CIEH).

The premises score includes weightings for complex processes, type of food handled, number of consumers, vulnerable groups, condition of the structure of the premises and confidence in management etc. Category A premises are usually manufacturers or premises with a poor compliance history. Category E premises are usually retailers of packaged ambient food or wet sales pubs etc.

Inspections with a Hygiene Rating of 0, 1 and 2 (on a scale of 0 - Requires Urgent Improvement to 2 – Improvement Necessary) and businesses in categories A and B usually generate a revisit. Additional revisits are generated at the request of the food business operator to review their food hygiene rating, where there are customer complaints, for new business start-ups and where major alterations or refurbishments are planned. For businesses who request a revisit to review their food hygiene rating there is no cost currently. Following the Food Standards Agency guidance for the delivery of the Food Hygiene Rating Scheme, the Council may consider introducing a cost recovery charge for those businesses in the year ahead.

In 2022-2023 we continued to see a high number of new food premises registrations including a large proportion of home based activities such as cake bakers and high turnover of some of the takeaway type premises. This continues to pose a challenge to identify, assess likely risk and inspect in a timely manner.

6.3 Food and Water Sampling

Sampling of food, including imported food, water, and materials in contact with food is carried out as part of a county, regional and national sampling programme. Sampling will also be undertaken, where appropriate, in relation to food poisoning outbreaks and food complaints, where formal action is being considered. Food samples for microbiological examination are sent to the Public Health Laboratory at York. Other food samples and private water supplies are sent to the Public Analyst in Leeds.

6.4 Control and Investigation of outbreaks and infectious diseases related to food, water, travel or recreational activities.

The service has a policy to investigate any suspected cases of infectious disease to minimise spread of infection. A matrix exists regarding the cases to be investigated and liaison takes place with The UK Health and Security Agency (UKHSA). Samples are currently sent to the laboratory at Birmingham for analysis.

6.5 Food Safety Alerts, Product Recall Information and Allergy Alerts.

The policy of this service is to respond appropriately to food alerts and intelligence, to investigate food safety incidents and generate food alerts as necessary in accordance with the requirements of the Food Safety Code of Practice and associated Practice Guidance.

6.6 Health and Food Safety Education and Promotion

The service participates, where resources permit, in targeted local and national activities and interventions.

7.0 Service Data for 2022/2023

7.1 Food Hygiene Interventions in 2022/2023

Interventions undertaken (by category of premises). Please note these relate to proactive inspections. Other interventions to food businesses were also undertaken. Work to identify risk and prioritise newly registered food businesses will continue to be undertaken in 2023/2024 to ensure new higher risk businesses are inspected earlier.

A	B	C	D	E	Unrated	TOTAL
15	67	85	111	122	160	560

As of 31 March 2023 there were 0 overdue programmed inspections for Cat A-E food premises and 19 new businesses that were yet to be inspected and risk rated – further details of these can be found in section 9.2 below.

7.2 Number of revisits in 2022/2023

8 revisits formally requested. Additional revisits were undertaken to monitor particular issues identified during interventions.

7.3 Requests for Service 2022/2023

Requests for service include concerns regarding the condition of the premises, or food with microbiological or physical contamination. We have seen an increase in the request for food export certificates for a local business who exports food products worldwide.

Hygiene of Premises	Food Complaints	Export Certificates
44	19	11

7.4 Enforcement Action (Premises) 2022/2023

Informal Warnings (including emails and letters)	Over 400
Improvement Notices	2
Hygiene Emergency Prohibition Notices	0
Hygiene Emergency Prohibition Orders	0
Voluntary Closure	0
Seizure, Detention, Voluntary surrender of food	0
Simple Cautions	0
Prosecutions	0

Hygiene Emergency Prohibition Notices are served where an imminent risk of injury to health has been identified and action is required to stop a food business or process from operating. Any notices served must be followed by an application to the Magistrates' Court within three working days for an Order confirming such action.

7.5 Food and Water Sampling

78 food and water samples were taken in 2022/2023

Type of sample	Number taken
Prepared/Ready to eat dishes including salads and herbs	23
Confectionery	1
Meat, Game and Poultry	8
Nuts	1
Eggs and egg products	5
Dairy	1
Fish and Shellfish	14
Fruit and Vegetables	9
Oils and Fats	1
Others including water	15
Total	78

Samples included some imported food and articles and equipment coming into contact with food. The sampling programme included products identified through national and regional studies. Adverse sample results were identified and followed up with revisits and re-sampling as appropriate.

Additional non-food sampling was undertaken including water at a premises for drinking and other activities and water at domestic premises following cases of legionella.

7.6 Control and Investigation of outbreaks and infectious diseases related to food, water, travel or recreational activities in 2022/2023

32 reports of suspected or confirmed cases of infectious disease were notified to the service in 2022/2023 which required investigation.

Cases investigated comprised of salmonella, cryptosporidium, giardia, hepatitis, shigella, campylobacter and suspected illness following consumption of food and water.

7.7 Food Safety Education and Promotion in 2022/2023

The Council participated in proactive and targeted promotion of good hygiene practice and particular initiatives. We continued to provide advice to new businesses.

8.0 Performance Monitoring

8.1 The Food Service aspect of Environmental Health has a number of performance indicators which are monitored as part of the Community Safety Business Plan.

These are:

- Food Inspections – High Risk - Inspect all businesses due for inspection in accordance with a pre-planned programme based on risk. Target 100%.
- Food Inspections – Low Risk - Inspect all businesses due for inspection in accordance with a pre-planned programme based on risk. Target 100%.
- Food - Respond to specific complaints about practices procedures and conditions which may prejudice health in the short term within one working day of receipt, and non-urgent complaints / general requests for advice within five working days of receipt. Target 100%.
- Infectious Disease - Respond to notifications within one working day and requests for advice and information as soon as practicable within five working days of receipt. Target 100%.

Performance information in respect of these indicators for the last three years is also given below.

8.2 Food Inspections 2022/2023

Category	Number of inspections due 2022/2023	No of inspections undertaken	Percentage completion
A	15	15	100%
B	67	67	100%
C	85	85	100%
Total High Risk	167	167	100%

D	111	111	100%
E	122	122	100%
Total Low Risk	233	233	100%
Uncategorised	179	160	
Outside the programme	8 not necessarily require an inspection		
Total	579	560	

Performance Trends

2018/19, 2019/2020, 2020-2021, 2021-2022 and 2022-2023

Year	Percentage of High Risk Inspections Completed	Percentage of Low Risk Inspections Completed
2018/2019	100%	69%
2019/2020	98%	96%
2020/2021	5%	0.5%
2021/2022	95%	84.5%
2022/2023	100%	100%

8.3 Response to Service Requests within Target Times

Service Type	2017/18	2018/19	2019/2020	2020/2021	2021/2022	2022/2023
Food Safety	98%	97%	97%	97%	93%	97%
Infectious Disease Notifications	100%	91%	100%	100%	100%	100%
Consultations	97%	95%	94%	93%	96%	98%

A continued increase in consultations were received as business activities varied and diversified. An increase in planning consultations with complex activities and responses was also noted. All service requests were assessed and prioritised to ensure urgent enquiries were dealt with more quickly.

8.4. Broad Compliance

94% of premises were at least broadly compliant with a food hygiene rating of 3 – Generally Satisfactory or higher. This is the highest level of broad compliance achieved with Broxtowe Borough Council since we have participated in the National Food Hygiene Rating Scheme.

9.0 Proposed Inspection Programme 2023/2024

Priority	Premises category	Total number of Premises in Category	Inspections due 2023/2024	Overdue Inspections Carried forward
A	High	5	10	0
B	High	31	31	0
C	High	173	155	0
D	Low	311	206	0
E	Low	285	10	0
Unrated	Other	19	At least 150	19
Total		824	562	19
Outside Programme	Other	14		14
Total including Outside Programme and Carried Forward		838	595	

There has been a significant number of new business premises registrations being submitted to the Council. New food registrations are triaged to prioritise visits to higher risk operations and it is likely that there will be at least 150 additional food registrations and which will require intervention within 28 days of registration. All new businesses registering get signposted to advice to help them commence trading safely.

10.0 Issues for 2023/2024

- To continue with the timely intervention of food safety interventions.
- As a result of the number of interventions carried out in 2021/2022 there will be a peak of lower risk interventions (currently over 200) that will become due in 2023/2024 in addition to the higher risk inspections and these will need to be managed and planned in appropriately.
- To participate in consultations relating to the review of the Food Law Code of Practice and Practice Guidance.
- To ensure implementation of the Food Standards Agency new delivery models for 2023/24 as they are defined, to modernise food safety enforcement and ensure it is sustainable for the future.
- To continue to participate in national consistency exercises relating to the work of the team.
- To continue to monitor the resource provided to food safety enforcement to ensure it is adequate to meet the demands of the service, including new food business interventions in a timely manner.
- To reconsider whether charges for Food hygiene re-visits to review food hygiene ratings should be introduced.

- To continue to provide effective food and registration interventions prioritising high-risk and non-compliant premises.
- To continue to carry out follow up interventions to 0,1 and 2 rated premises to secure improvements.
- To continue to provide a competent team to deal with these areas of service delivery.
- To continue to use the full range of enforcement tools available to protect the safety, health and welfare of visitors, residents and workers within the borough including targeted health and safety interventions.
- To return to promoting the HOT (Healthy Options Takeaway) Award and other Health Promotion initiatives such as the Skin Piercing Hygiene Award, relevant to the work of the team.
- To continue to participate in the National Food Hygiene Rating Scheme.
- To continue to implement changes to animal licensing activities and ensure that staff meet the qualification requirements to inspect these activities.
- To continue to participate in the development of new enforcement requirements for cosmetic treatments and additional animal activities licensing (e.g. primates).
- To continue to support businesses importing and exporting food products.
- To continue to work with partner agencies to share intelligence, have a consistent approach to enforcement and identify joint training and working opportunities.
- To continue to participate in Safety Advisory Groups.
- To review and promote the Nottinghamshire skin piercing hygiene rating scheme.
- To continue with the implementation of mobile working devices and mobile inspection apps to improve efficiency and effectiveness of the intervention programme.

11.0 Identification of variation from the Service Plan

There were a small number of newly registered premises that did not receive an intervention within 28 days of registering as required by the FSA Recovery plan. All of these premises were registered in the first quarter of 2023 and some are not planning to be operational until after April 2023. All of these businesses receive relevant information to assist in their start up.

Resource must continue to be allocated to monitoring premises with a Food Hygiene Rating of 0, 1 or 2 to ensure improvements in standards is achieved.

Resource must continue to be allocated to dealing with outbreaks of food and water borne illness.

New legislative requirements for the regulation of beauty treatments, licensing of primates (and possible changes to the zoo licensing requirements) will require training and assessing these premises will be resource intensive.

Continued priority of reactive work including notifiable accident, workplace ill health and occupational safety interventions is also necessary.

12. Further Information

Local Authority food enforcement statistics are published at

<https://data.food.gov.uk/catalog/datasets/069c7353-4fdd-4b4f-9c13-ec525753fb2c>

Further guidance is expected from the FSA in the summer of 2023 in respect of targeting future work and modernising food safety regulation.