

Food Service Plan 2025/26

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 FSA's Recovery Plan introduced between August 2021 and the end of March 2023 to ensure Local Authorities caught up with food inspections following COVID-19 was fully implemented by the Council. A normal food premises inspection programme was adopted by the Council for 2023/24. This resulted in 100% of programmed inspections being completed. A normal food premises inspection programme was undertaken in 2024/25 and once again resulted in 100% of programmed inspections being completed.

The COVID-19 Recovery Plan resulted in the bunching of inspections due to the rapid completion of visits by Officers and Consultants during the recovery period. This continued during 2024/25 when a disproportionate number of E-rated premises became due for inspection. Officers have started to work on the bunching by moving inspections forward during the course of the year. This work will continue in the coming years until there is a more even spread of inspections across each 12-month inspection period.

As in 2023/24, the last 12 months saw a high number of new food premises registrations. These included a large proportion of home-based activities such as cake bakers and a high turnover of some of the takeaway type premises. Many proposed new food businesses are proving challenging to inspect due to delays in opening and in the complexity of the type of food and manner of preparation. Whilst there are a lot of domestic cake bakers still registering, people are more regularly wanting to cook food for takeaway at home and make and process novel foods which have specific food safety challenges, especially in a domestic setting.

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, practice guidance and the requirements of the Food Standards Agency.
- To keep accurate records of all food enforcement activities and maintain an accurate register of food businesses in the Borough.
- 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 participate in Safety Advisory Groups (SAGs) to provide early advice on food safety matters at larger events.
- 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 where they are viable.
- 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 2025-2029

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 "Healthy and Supported Communities."

4.0 Organisation structure and staffing

The food safety service is within the Environmental Health Team. Since June 2021, the Head of Environmental Health reports directly to the Chief Executive. A permanent Senior Environmental Health Officer has managed the food safety service since May 2023. This has helped to reduce the number of direct reports to the Head of Environmental Health. 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 also been under the Head of Environmental Health's management since 1 July 2021.

The establishment provides for eight 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 Head of Environmental Health, Licensing and Private Sector Housing, six Environmental Health Officers (Senior EHO, 2 full-time EHOs, 3 part-time EHOs) and one part-time Environmental Health Technical Officer (who is qualified to the Higher Certificate in Food and Food Premises Inspection standard).

The food safety service has been fully resourced since early July 2023, however, there is a pending vacancy for a full-time EHO. In addition, one of the part-time EHOs is looking to retire in the next 6-12 months. There are also other vacancies in the private sector housing team and further recruitment is ongoing.

Administration support is provided by another department, which also supports other teams. As of April 2025, the resource allocation for food safety duties equates to 3.25 Full Time Equivalent Officers (FTE).

5.0 Employee 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 with 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 FSA's Competency Framework for food Officers 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, including requests for re-ratings.
- Sampling of food for microbiological examination.
- Investigation of food borne and water 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.
- 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 and safety issues.
- Priority based health and safety inspections.
- Waste disposal arrangement checks.

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

- The Food Standards Agency (FSA).
- Department for Environment Food and Rural Affairs (DEFRA).
- The Health and Safety Executive (HSE).
- The UK Health and Security Agency (UKHSA).
- The UKHSA Food, Water and Environmental Microbiology laboratory (FWEM) based in York.
- 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 Subgroup
- Nottinghamshire Health and Safety Group
- Nottinghamshire Regulatory Managers Group
- Health Protection Strategy Group
- Local Health Protection Board
- Local Health Resilience Forum
- Midland Health and Safety Group
- East Midlands Work Related Deaths Forum
- Nottinghamshire Tobacco Control Forum
- Nottinghamshire Health Partnership
- Ad-hoc outbreak control teams

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

5.1 Quality Assurance

The following monitoring arrangements are in place:

- Paper/computer-based checks in respect of food hygiene inspections.
- Shadow inspections for new employees, existing employees, contractors and those returning to food work.
- Regular 1:2:1s with all team members
- Regular team meetings
- Peer review/audit of enforcement action in respect of food safety work.
- Regular consistency exercises set by the Food Standards Agency to check for variations between Local Authorities.

6.0 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.

7.0 Demands on the Food Service

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

7.1 Number of Premises

As of 11 April 2025, there were 844 food premises (plus 3 businesses outside scope) on the Broxtowe food database. The table in the **Appendix** shows:

- The numbers of each type of food business,
- The spread of Food Hygiene Ratings.
- unrated food businesses (those that have yet to receive a full inspection and rating); and
- The number of businesses that are included and excluded from the Food Hygiene Rating Scheme.

7.2 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.

As of 11 April 2025, the breakdown of food businesses by category in the Borough is shown in table 1.:

Priority	Premises category	Premises score	Frequency of inspection	Total number of premises in category	
Α	High	92 or higher	6 months	5	
В	High	72 to 91	12 months	40	
С	High	52 to 71	18 months	158	
D	Low	31 to 51	24 months	278	
E	Low	w 0 to 30 Alternative Interventions (36 months)		321	
Unrated	New premises with		New premises within 28 days of registration	15	
Unrated	Other		New premises outside 28 days of registration	52	
Outside Programme	Other			3	
Total				847	

Table 1: Food businesses by risk category

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

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 Food Hygiene Local Authority Return to the FSA (completed twice a year end of September and end of March), 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 Department of Food and Rural Affairs (DEFRA), Noise return to the Chartered Institute of Environmental Health (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. Following the Food Standards Agency's guidance for the delivery of the Food Hygiene Rating Scheme, the Council adopted a cost recovery charge in August 2023 for those businesses who request a revisit to re-rate their Food Hygiene rating following receipt of a Rating of less than 5 at a routine inspection.

In 2024/25, the Council continued to see a high number of new food premises registrations. These included a large proportion of home-based activities such as cake bakers and a 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.

Additional complications with many of these new registrations include:

- Food Business Operators (FBO) with limited food safety knowledge and experience.
- Businesses that register and are not ready to trade for months.
- Domestic businesses that want to operate more like a takeaway cooking food to be sold hot.
- Domestic businesses wanting to make and process complex and novel foods such as fermented, pickled, dried and smoked products of animal and nonanimal origin.

All these complications add to the Officer time required providing advice and guidance before businesses can be inspected and awarded a Food Hygiene Rating. These trends continue and it is predicted that both the high number of new food premises and their complexity will continue into subsequent years due to cost of living pressures and competition in the food sector.

7.3 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.

7.4 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.

7.5 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.

7.6 Health and Food Safety Education and Promotion

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

8.0 Service Data for 2024/25

8.1 Food Hygiene Interventions in 2024/25

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 2025/26 to ensure new higher risk businesses are inspected earlier.

Α	В	С	D	Е	Unrated	TOTAL
7	52	58	88	172	102	479

Table 2: Food Hygiene Interventions

As of 31 March 2025, there were zero overdue programmed inspections for Cat A-E food premises and 67 new businesses that were yet to be inspected and risk rated,

52 of which were over 28 days – further details of these can be found in sections 9.4 and 11.

The Food Service received a total of 142 new food business registrations during 2024/25. This is higher than the 124 new food business registrations received during 2023/24.

8.2 Number of revisits in 2024/25

There were 27 revisits undertaken, of which 13 of these were paid for re-rating revisits. Additional revisits were also undertaken to monitor particular issues identified during interventions.

8.3 Requests for Service 2024/25

Requests for service include concerns regarding the condition of the premises, or food with microbiological or physical contamination.

Hygiene of premises	Food complaints	Food safety Advice	Export certificates
56	57	81	0

Table 3: Requests for Service

8.4 Enforcement Action (Premises) 2024/25

Informal Warnings (including emails and letters)	Over 300
Improvement Notices	0
Hygiene Emergency Prohibition Notices	0
Hygiene Emergency Prohibition Orders	0
Voluntary Closure	0
Seizure, Detention, Voluntary surrender of food	1
Simple Cautions	0
Prosecutions	0

Table 4: Enforcement Actions

Officers used a graduated approach, where possible, to ensure compliance with food safety requirements, which resulted in very little formal enforcement action being required. All actions are risk-based and explained to businesses. All food businesses that receive a low Food Hygiene Rating are monitored and revisited to ensure improvements are made and that standards do not slip further.

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.

8.5 Food and Water Sampling

A total of 29 food and environmental samples were taken in 2024/25. In addition, the authority participated in the national tattooist study which resulted in environmental, water and soap samples being taken from 4 studios (a total of around 40 samples). The UKHSA requested water sampling from 2 domestic settings and a commercial glamping setting with spa pools following separate cases of legionella in the Borough totalling around 18 water samples).

The sampling programme included products identified through national and regional studies. Adverse sample results were identified and followed up with revisits and resampling as appropriate.

8.6 Control and Investigation of outbreaks and infectious diseases related to food, water, travel or recreational activities in 2024/25

36 reports of suspected or confirmed cases of infectious disease were notified to the service in 2024/25, which required investigation. This is a 16% decrease compared to 2023/24 (43 reports).

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

8.7 Food Safety Education and Promotion in 2024/25

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

Nottinghamshire County Council's HOT (Healthy Options Takeaway) Award has been put on indefinite hold due to a lack of resources at a County level and a limited uptake with food businesses due to cost-of-living pressures. The Council will participate with the County as and when the scheme is re-launched or replaced.

9.0 Performance Monitoring

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 previous years also given below.

9.1 Performance Trends

2020/21, 2021/22, 2022/23, 2023/24 and 2024/25

Year	Percentage of programmed high-risk inspections completed	Percentage of programmed low risk inspections completed
2020/21	5%	0.5%
2021/22	95%	84.5%
2022/23	100%	100%
2023/24	100%	100%
2024/25	100%	100%

Table 5: Inspections Achieved

9.2 Response to Service Requests within Target Times

Service Type	2020/21	2021/22	2022/23	2023/24	2024/25
Food Safety	97%	93%	97%	99%	98%
Infectious Disease Notifications	100%	100%	100%	93%	94%
Consultations	93%	96%	98%	97%	98.5%

Table 6: Service Request Response Times Trends

A continued increase in consultations were received as business activities varied and diversified. All service requests were assessed and prioritised to ensure urgent enquiries were dealt with more quickly.

At the (priority) request of the Government, the team also participated in the national Funeral Director Inspection programme. This was in response to concerns raised about the handling of deceased remains in Yorkshire during a Police investigation in the largely unregulated area of the Funeral Director Sector. Inspections were undertaken of all of the funeral director premises operating within the Borough in a project co-ordinated across Nottinghamshire.

9.3 Broadly Compliant Premises

88% of premises were at least broadly compliant with a Food Hygiene Rating of 3 – Generally Satisfactory or higher. The figure is down on 2023/24, (89%) and 2022/23, (94%) due to lower Food Hygiene Ratings at a number of premises following inspection but mainly due to an increase in unrated businesses (new business registrations that haven't yet received a full food hygiene inspection for a variety of reasons).

9.4 Proposed Inspection Programme 2025/26

Priority	Premises category	Programmed inspections due 2025/26	Other inspections due 2025/26			
Α	High	10	-			
В	High	39	•			
С	High	104	-			
D	Low	177	-			
E	Low	198	•			
Unrated	Other	-	At least 120			
Overdue		0	67 due and			
Inspections		U	overdue unrated			
Total		528	187			

Table 7: Inspections Programmed 2025-2026

There continues to be a significant number of new business premise registrations being submitted to the Council. All new businesses registering, get signposted to advice to help them commence trading safely. New food registrations are triaged to prioritise visits to higher risk operations. The large number of new registrations, along with other factors (see 7.2) means that, whilst there is an intervention within 28 days of registration, a large proportion cannot be inspected within this time frame. Some registrations are received many months before a business starts operating and therefore cannot be inspected within 28 days of registering.

10.0 Issues for 2025/26

- To continue with the timely intervention of food safety interventions.
- As a result of the number of interventions carried out during the Food Safety Recovery Plan, there will continue to be a large number of inspections due in certain months in 2025/26. The Food Service will manage this and look to move some inspection dates during the year to start to spread inspections out more evenly in years to come. This will be aided over time by the natural turnover of businesses and changes in risk ratings following inspection.
- To ensure active participation in the FSA's ongoing proposed new delivery models, to modernise food safety enforcement and ensure it is sustainable for the future. There are no dates published for when these changes are likely to be implemented.

- Participation in the FSA's other proposed changes to food safety delivery streamlined professional competency framework and recruitment and retention of qualified food safety officers.
- 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 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 improve wider team resilience by looking to recruit an apprentice EHO to start in September/October 2025.
- 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 continue to participate in the National Food Hygiene Rating Scheme.
- To continue to implement changes to regulation of animal licensing activities and ensure that employees 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 deal with matters of evident concern at food premises (health and safety, waste management etc.) and signpost businesses to other guidance, teams and agencies as appropriate,
- 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 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 are a number of newly registered premises that have not received an inspection within 28 days of registering, as detailed in sections 7.2 and 9.4. All of these businesses have been triaged and have received 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.

Appendix. Table 7.1 Breakdown of Food Premises

FHRS rating	Restaurant/ Cafe/ Canteen	Hotel/ Guest House	Small Retailer	Supermarket/ Hypermarket	Caring Premises	Restaurants and Caterers – Other	Distributors/ Transporters	Pub/ Club	Retailer - Other	Take- Away	School/ College	Mobile Food Unit	Manufacturers and Packers	Importers/ Exporters	Primary Producers	Total
5 - Very good	110	4	64	18	59	76	4	57	37	41	42	22	3		1	538
4 – Good	28		16		8	7		17	5	12	3					96
3 - Generally satisfactory	14		5	1	3	4		3	2	18	1					51
2 - Improvement required	2		3			1				2						8
1 - Major improvement required	2		2			1		1	2	2						10
0 - Urgent improvement required																0
Total rated establishments	156	4	90	19	70	89	4	78	46	75	46	22	3		1	703
Establishments with rating of 3 or better	152	4	85	19	70	87	4	77	44	71	46	22	3		1	685
Awaiting inspection	20		2	1	3	20		2	7	14	4				1	74
Exempt			5			2			12							19
Sensitive	5				4						2					11
Excluded	2				17		2		2				13	1		37
Total establishments	183	4	97	20	94	111	6	80	67	89	52	22	16	1	2	844