



**Charnwood Borough Council**

**Regulatory Services  
Environmental Health Food  
Safety Team**

**Food Law Enforcement Plan  
2024/25**

I have great pleasure in endorsing this Food Law Enforcement Plan for 2024/2025

The Council is committed to its vision for the Borough to become a safer and more secure place for people to call home, a hub of cutting-edge, high-tech industry, a flourishing and vibrant retail and leisure destination and a borough which is open for business. This plan details how we intend to contribute by setting out our priorities to secure the safety of food produced or sold within the Borough and minimise the risk of food borne illness.

The plan reflects guidance from the Food Standards Agency and identifies both reactive and proactive work. It is intended that by this targeting of resources we can ensure the delivery of an effective and value for money food hygiene and safety service which discharges our statutory duties and meets our customers' needs.

A handwritten signature in black ink, appearing to read 'B. Gray', with a long horizontal flourish underneath.

Cllr Beverley Gray

Lead Member for Climate Action & Net Zero

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## Introduction

The following Service Plan 2024-5 sets out how the Food Team intends to achieve the food safety intervention targets required by the Food standards Agency.

### Service Aims

The Council recognises the important role it plays in securing the safety of food consumed in the Borough. This plan has the key aim of demonstrating how the Council will fulfil its statutory obligations and duties and includes:

- The service's aims and objectives.
- Information about the food hygiene and safety service
- Details on the performance of the service

## 1 Service Aim

The service's aim is to ensure the delivery of an effective, high quality and best value food hygiene and safety service, which discharges our statutory duties and where appropriate meets our customers expressed needs. The Food Law Plan 2024-25 details how regulatory services and enforcement action will be delivered, in adherence to the Food Law Code of Practice.

## 2 Service Objectives

In brief a wide range of quality enhanced statutory services are provided, which can be grouped under three main headings: -

- *Food Safety Enforcement Services:* The council's statutory duty is discharged as an 'enforcement mix' of services which includes food hygiene inspections of food premises, food sampling, responding to complaints about food and food premises, providing advice and assistance to businesses and the public and the education of the food business sector.
- *Health and Safety Enforcement:* Covering the inspection of workplaces, the investigation of notifiable accidents and complaints relating to local authority enforced food businesses.
- *Proper officer duty:* In relation to the investigation and control of statutory notifiable diseases which are affecting the health of citizens of the Borough.

The table below provides an overview of the service's key objectives:

SERVICE OBJECTIVES	KEY PERFORMANCE MEASURES
Work to ensure the safety of food produced and sold within the Borough	% Responses to food complaints within target time.
Ensure that food businesses and food workers comply with food safety legislation	% Food premises inspected that were due.

	<p>% Food establishments which are broadly compliant with food hygiene law.</p> <p>% Formal notices and legal action taken resulting in compliance or successful fine/prosecution</p>
<p>Ensure that risks to people's health, safety and welfare from work activities are properly controlled.</p>	<p>See health and safety enforcement plan.</p>

### 3 Links to Corporate Plan

The Council's Corporate Strategy 2024 – 2028 is part of the Council's long-term vision and sets out how we intend to make the Borough a better place in which to live, work, visit, shop, and enjoy.

The key priorities of the plan through which the Council will make this vision a reality focus on four themes:

- Effective & Efficient Council
- Environment & Climate Change
- Homes & Communities
- Economy & Growth

The service objectives of the Food Safety Team aim to contribute to these priorities. The priorities for the service and the resources provided for the delivery of these are determined by the Regulatory Services Team Plan 2024-2025 which contains tasks and performance measures for Regulatory Services, including those linked to the Council's over-arching Business Plan.

There are 5 key performance indicators which have been linked to the food hygiene service

- KI 3 Percentage of food establishments within the Borough that achieve a rating of 3 and above (Broadly Compliant) within the National Food Hygiene Rating System.
- RS: CS.022 Percentage of formal notices and legal action taken resulting in compliance or successful fine /prosecution
- RS: CS.012 Percentage of high risk (Risk Ratings A-C's) Food Safety inspections completed that were scheduled for the year.
- RS: CS.014 Percentage of low risk (Risk Ratings D) Food Safety inspections and interventions completed that were scheduled for the year.
- RS: CS.008 Percentage of service requests for Food Safety responded to within 3 working days.

Furthermore, specific tasks and customer service standards from the Regulatory Services Team Action Plan 2024-25 are identified in this intervention plan, one of these being the endorsement of the Food Law Enforcement Plan by the lead member by the end of June 2024.

## 4 Background

### 4.1 Profile of Charnwood.



Charnwood Borough is the largest borough in Leicestershire and covers an area of 108 square miles and has population of over 200,00 people. The borough is a mix of rural and urban areas and with a varied mix of food businesses ranging from international food manufacturers to corner shops. Loughborough University is based in the town, which has an associated vibrant night-time economy, which includes a variety of restaurants and takeaways. Just over one third of the population lives in the town of Loughborough and of the remaining two thirds live in larger villages & small towns of the Soar and Wreake valleys, and on the edge of Leicester. Around 15% of the population are from black and minority ethnic communities with the largest group being Asian or Asian British.

### 4.2 Organisational Structure.

The schematic below shows the organisational structure for the delivery of food hygiene enforcement.



Overall coordination of the Service's food law enforcement is the responsibility of the Food Safety Manager. The Food Safety Manager's position also incorporates the role of 'Lead Food Safety Officer', a requirement of the Food Standards Agency's Food Law Code of Practice. The Lead Food Safety Officer is responsible for the supervision and management of issues regarding food safety, policy, and procedure. The Council has adopted a Cabinet and Scrutiny Committee structure.

#### 4.3 **Scope of the Food Hygiene and Safety Service**

Food Hygiene enforcement is part of the range of services provided by the Environmental Health Division under the Head of Regulatory Services & Community Safety. The service is delivered by a team of specialist environmental health staff in the Food Safety Team who also provide a wide range of other proactive and reactive services, for example: -

- Health and safety inspections and accident investigations in food premises
- Responding to FSA food alert warnings
- Dealing with food and food hygiene related complaints.
- Providing advice to food businesses
- Providing bespoke advice to new food businesses on registration
- Carrying out our annual food sampling programme
- Registering food premises and mobile vehicles
- Engaging in business partnerships, such as Primary Authority Partnerships
- Investigating cases of food related illness, outbreaks and other infectious diseases.
- Food Safety awareness campaigns e.g., Food Safety Week
- Advising/enforcing on food safety and health and safety matters associated with large scale outdoor events, e.g., Glastonbudget Festival
- Issuing Export Health Attestation Certificates for businesses.

Due to staff resource issues, for example cover periods for sickness, maternity leave etc., there may on occasions be a need to employ external contractors to deliver aspects of the service. Any such decision will be taken by the Food Safety Manager in consultation with the Head of Regulatory Services & Community Safety and will be subject to the following criteria:

- There is a direct need to ensure statutory performance targets are met,
- External contractors must meet the requirements of Food Safety Act Code of Practice and,
- The cost of the work can be met within existing budgets.

4.4 **Demand -** In the borough there are 1531 premises subject to food hygiene inspection of the following type and risk categories.

4.5

Premise Type/Rating	A	B	C	D	E	Unrated	Total
Producers					3		3
Manufacturer/Packer		5	6	5	13	7	36
Distributor/Transporter			1	1	16	13	31
Takeaways		12	32	81		18	143
Retailers	1	7	16	30	156	32	242
Supermarket/Hypermarket			4	15	16	2	37
Caterers and others		2	12	39	97	64	214
Restaurant, café & canteen		9	64	160	22	21	276
Caring premises		21	38	18	57	12	146
Schools/colleges			10	61	21	1	93
Hotels			2	6	7		15
Mobile Food Units		2	8	42	27	17	96
Pubs		2	20	64	80	9	175
<b>Total</b>	<b>1</b>	<b>60</b>	<b>213</b>	<b>522</b>	<b>515</b>	<b>196</b>	<b>1507</b>

There are 10 approved product premises that manufacture and distribute a wide range of meat and dairy products, as well as a spring water bottling plant and several manufacturing bakeries. There are also a range of large supermarkets in the borough. The service is also 'home authority' for Pukka Pies Ltd, a large meat product manufacturer which export their products internationally.

Staff are based in the council offices or work remotely. The office is open to customers Monday to Friday from 9.00hrs to 16.00hrs. The service can also be accessed via an out of office hour's number, which is used for all the Council's emergency issues. The Borough Council's Internet website is used to "post" information about the services that the Team provides for consumers and business, and also provides a direct e-mail address for service requests ([env.health@charnwood.gov.uk](mailto:env.health@charnwood.gov.uk)). The service also contributes to Charnwood's social media policy in providing regular updates on our food safety activities via Facebook and Twitter Feed to engage with the community.

#### 4.6 **Enforcement Policy**

The Service's current Enforcement Policy sets out what food businesses and others being regulated can expect and is available on the Charnwood Borough Council website at

[Charnwood Food Enforcement Policy](#)



The policy has been approved by Cabinet and states the Council’s general policy with respect to food law enforcement. It is based on the principles of proportionality, consistency, targeting and transparency. The policy was formulated in conjunction with the County Food Liaison Group to help ensure consistency of approach across Leicestershire.

#### 4.7 Enforcement Action

During April 2023 to March 2024, 20 Hygiene Improvement Notices were served on food businesses. These formal notices legally required compliance with works specified. All notices were complied with and did not require further action via the Magistrates’ Court. It should also be noted that during 2023-4, 150 legally required compliance re-visits were also completed.

### 5 Service Delivery

#### 5.1 Inspection Programmes

The profile of food premises within Charnwood is described within section 4.4. The subsequent inspection programme is based on the inspection-rating scheme contained in the Code of Practice, which requires that food premises must be inspected according to risk, within a range of 6 months to 3 years, and be categorised from A (highest risk) to E (lowest risk) bands as follows:

- A = 6 monthly inspection
- B = Yearly inspection
- C = 18-month inspection
- D = 2 yearly inspection
- E = Alternative enforcement 3 yearly

The table below shows the number of inspections due during 2024-25.

#### Programmed Inspections due from April 24 to March 25

Inspection Risk Category A = highest risk	Programmed Inspection due 2024 - 2025
A	1
B	54
C	126
D	223
New businesses Unrated	300 (estimate)
E (low risk) questionnaire)	108

**TOTAL INSPECTIONS 2024 -2025 = 404 + 300 New Businesses = 704.**

**TOTAL LOW RISK INTERVENTIONS = 108**

The food hygiene inspection programme for 2024-2025 will involve the inspection of premises in the above risk categories, with the priority being the inspection of high-risk premises (categories A-C). In accordance with the corporate performance indicators, a minimum target of the completion 95% high risk business inspections (A-C categories) has been set. An inspection target of 80% completion has been set for lower risk D category inspections.

In addition to the number of programmed inspections, the team also receives a continuous flow of new business registrations, which are required to be inspected within 28 days of receipt. Based on 2023-24 figures it has been estimated that 200 new businesses registrations will be received in addition to the existing 100 pending new inspections.

It should be noted that existing officer time resources should be sufficient to meet forecasted service demands and statutory functions. However, in the event of more complex reactive service demands (e.g. outbreaks, investigations and prosecutions), available time resources may be compromised to an extent that contingency plans and budgets may be required, including the use of contractors.

### 5.1.1 National Food Hygiene Rating Scheme



The Food Standards Agency's National Food Hygiene Rating Scheme has operated in the borough since 2011. This scheme features a numerical 6 tier award system and is based on the FSA's 'Brand Standard' and Code of Practice for enforcement officers as shown below:

- 5 (Top tier) very good premises
- 4 (Second tier) good premises
- 3 (Third tier) generally satisfactory premises
- 2 (Fourth tier) improvements necessary
- 1 (Fifth tier) major improvement necessary
- 0 (Lowest tier) urgent improvements necessary

To date, 1408 food businesses have received a Food Hygiene Rating which can be accessed by the public via The Food Standards Agency website:

[Search a local authority area - Charnwood | Food Hygiene Ratings](#)

This scheme allows public access to the ratings awarded to food businesses and enables them to make an informed choice about where they choose to purchase food.

Under the provisions of the Localism Act, a charge to recover costs can be made for Food Hygiene Rating Re-score visits, and a charge of £180 is made for Food Hygiene

Rating Re-score visits. The scheme also features an appeals process which, according to demand, will also impact on officer time. During 2023-24, 40 requests for Food Hygiene Rating revisits were made and 40 are forecast for 2024-5.

A Key Performance Indicator for 2024/25 regarding inspection work is to ensure that 95% of food establishments are rated as 'Broadly Compliant' i.e., achieving a Food Hygiene Rating of 3 or more. During 2023-24, **97%** of businesses inspected were Broadly Compliant.

## **5.2 Food Complaints and Service Requests**

Complaints about food are dealt with in accordance with a written procedure for the handling of such complaints. In addition, account will be taken of the requirements of Code of Practice in respect of complaints which may be more appropriately dealt with by the County Council Trading Standards Service. During 2023-24 the service dealt with 735 service requests and it has been estimated that approximately 740 service requests will be received in 2024-25. The anticipated resources to respond to this service during 2024/25 will be 35 officer days. A further 35 officer days have been allocated to dealing with new business during 2024/2025 as 199 new business enquiries were received during 2023/2024.

A key performance indicator for the service is to ensure that 95% of service requests are responded to within 3 working days (CS28a). During 2023-2024 food team successfully responded to 99% of service requests within 3 working days.

## **5.3 Home Authority Partnership**

A Home Authority Partnership enables councils to help businesses operating in their area to comply with legislation by providing advice and guidance. Businesses will generally build up a relationship with and receive advice from their Home Authority council. The Home Authority also provides a single point of contact for other local authorities who may have received complaints about the business in their area. The service is currently 'Home Authority' for Pukka Pies Ltd.

## **5.4 Primary Authority**

This scheme is a regulatory function which enables a business to form a statutory partnership with a single local authority. A Primary Authority provides a more intensive level of advice and support to the business. Other local authorities are required to formally liaise with the Primary Authority on any enforcement issue before taking enforcement action. The Primary Authority can recover all costs from the business associated with officer time spent on partnership work.

Charnwood Borough Council has agreed a Primary Authority Partnership with a national retailer which currently has over 120 catering outlets throughout England and is continuing to expand. The service will continue to develop this partnership regarding compliance with food safety issues most relevant to the business' needs. A total of 8 officer days has been allocated to Primary Authority work during 2024/25.

## **5.5 Advice to Business**

The provision of food hygiene advice to food businesses is an important part of the team's documented enforcement policy and represents the first option when dealing

with minor contraventions. Proactive advice is provided to new and existing businesses on a routine basis. The team is continuing to operate 'The New Business Triage and Coaching project' which offers bespoke food safety advice and, when necessary, on-site coaching to assist businesses achieve a Food Hygiene Rating of 3 and above at the time of their first inspection. The number of new business enquiries predicted for 2024/2025 will be 200.

During 2023-4, via the New Business Coaching project, we have ensured that 98% of all new business inspections reach broad compliance and awarded a food hygiene rating of 3 or above. This is particularly important for a new business to gain access to takeaway food platforms such as Just Eat, Deliveroo and Uber Eats. A business with a food hygiene rating less than a 2, can be removed from the platforms, having a significant detrimental effect on the business.

We pride ourselves in the service that we provide specifically to new business and supporting economic growth for the borough.



## 5.6 Food Sampling and Inspection

The food safety team carries out sampling in accordance with the National and Regional Coordinated Microbiological Sampling Programme developed by the UKHSA. This programme also includes a target of 10% samples from third country imported foodstuffs, in accordance with Food Standard Agency requirements.

Following prioritisation of the food hygiene inspection backlog, the food team intend to re-commence the sampling programme during 2024-5.

## 5.7 Control and Investigation of Outbreaks and Food Related Infectious Disease.

The Food Team receive formal notifications of food poisoning and food borne illness via the UKHSA. Infectious disease investigations and enforcement issues are co-ordinated through the Consultant in Communicable Disease Control, UKHSA. Notifications are investigated within 3 days of receipt and may involve single cases or large outbreaks of disease. Our role is to identify and control potential sources of infection, prevent the spread of disease, and take enforcement action when necessary. Notifications can involve vulnerable groups, such as children and the elderly, and require urgent action to reduce the risk to public

health, particularly with regard to E. coli O157 which can be associated with severe adverse health effects.

During 2024-2025, the team investigated 55 notifications of infectious disease. It is estimated there will be 55 notifications of infectious disease during 2024-2025 and 20 officer days has been allocated for such work. However, in the event of a significant outbreak, officer time resources are likely to be affected and impact on other statutory functions of the service.

## 5.8 Food Safety Incidents and Alerts.

The Food Standards Agency regularly issues Food Alerts which notify local authorities about biological, chemical, or physical food hazards that could adversely affect public health. When a 'Food Alert For Action' is received, the Food Team must take action as instructed to ensure the affected food is removed from sale, using informal or formal enforcement action. 'Food Alerts for Information only' are published on Charnwood Council's Twitter Feed. During 2023-24 the team dealt with 65 food alerts and 7 food safety recalls.

During November 2023, we were involved in a multi-agency, cross county investigation involving chocolate that contained illicit hallucinogenic substances and had caused several people to become ill.-This was a complex investigation which had a successful outcome from a public health perspective in that the origin of the chocolate was swiftly identified and contained, preventing further harm. Nottinghamshire Police are continuing their criminal investigation.



The Team is also responsible for formally notifying the Food Standards Agency of any food hazard originating within the Borough which could affect the public health locally or nationally. It should be noted that officer time resources may be compromised in the event of locally originating or large-scale food alert.

## 5.9 Liaison

The Food Hygiene and Safety service is represented on the Leicestershire Food Liaison and Best Practice group, which includes representatives from all enforcement authorities across the County, including District and County Councils' Food Safety Teams, County Council Trading Standards, the Food Standards Agency, and Public Health England laboratory services. The group produces an annual work plan, the aim of which is to improve consistency between authorities, co-ordinate training and devise inter-authority project work. During 2024/25 the group intend to carry out a peer review exercise and a joint project with Leicestershire Trading Standards.

To assist in ensuring the accuracy of our food database and to maintain high standards of service delivery the team also liaise with a wide variety of both internal and external groups, for example Charnwood Borough Council's Development Control and Licensing department, Egg Marketing and Dairy Hygiene Inspectors, Divisional Veterinary Officers/ DEFRA, Public Health England, National Food Crime Unit and many others.

## 5.10 Good Diversity Practice

The team continually explores what good diversity practice means in their day-to-day work. Use of the FSA handbook “Working Effectively with Minority Ethnic Food Businesses” is encouraged to develop officers’ understanding, awareness, skills, resources, and confidence in working with diverse community groups and with different religious, cultural, and dietary practices.

## 6 Resources

### 6.1 Financial Allocation

The total budget for the Food Safety Team during 2024-5 is £328,900, of which £321,900 is allocated to staffing budgets. The total budget also includes non-controllable costs which include overheads, ICT costs, procurement, HR and corporate services.

£6500 is allocated to transport related expenditure, £6100 to supplies, services and support services, including legal services, equipment and sampling.

### 6.2 Staff Allocation

The following officers with appropriate qualifications & experience that meet the requirements of the Code of Practice will be involved in food hygiene enforcement.

- Food Safety Manager – (1 FTE)
- Environmental Health Officers (3.4 FTE)

Taking into account the services provided by the Team (officers also responsible for health and safety enforcement in food premises) this equates to 4.4 full time equivalent competent officers engaged in food hygiene enforcement.

### **Staff Development Plan.**

As part of the Council’s Investor in People Policy, staff development is coordinated through the Divisional Training and Development plan. Food Team training and development needs are identified through the Personal Review process and the FSA’s Code of Practice competency requirements. The Food Law Code of Practice also requires officers to undertake 20 hours of Continual Professional Development training annually. Additional resources are also available for ancillary training to take into account any new legislation or developments in food hygiene enforcement.

### 6.3 Quality Assessment.

Quality assessment is carried out according to the internal quality monitoring procedure, as required by the FSA Framework Agreement. Internal monitoring is carried out by the Food safety Manager who will assess the competency of individual officers in-line with the FSA Code of Practice requirements. The Food Safety Manager carries out documented quality monitoring of team members. The Leicestershire Food Liaison Group will also carry out inter-authority audits, consistency exercises to assess adherence to framework and code of practice service and procedural standards.

## Review against the Service Plan.

The Head of Regulatory Services & Community Safety review the key performance measures and service improvements contained in the Service Delivery Plan on a quarterly basis through performance meetings with the Food Safety Manager. Performance is also reported on a quarterly basis through the Council's performance monitoring system and to the Lead Members for Regulatory Services. In addition, an overall team review takes place at the end of each year to discuss the performance and achievement of specified targets and objectives.

The table below shows some of the key performance indicators covering the five performance areas of the service.

KPI		2022-3	2023-4
KI 3 - Percentage of Food establishments that achieve level 3 (broad compliance) within the Charnwood Borough)	Target	95%	95%
	Outcome	98% <b>Exceeded</b>	<b>97%</b> <b>Exceeded</b>
RS:CS.022 Percentage of formal notices and legal action taken resulting in compliance or successful fine/prosecution	Target	90%	90%
	Outcome	100% <b>Exceeded</b>	<b>100%</b> <b>Exceeded</b>
RS:CS.008 : Percentage of Service requests for food safety responded to within the target time(s) of 3 days set by the authority	Target	95%	95%
	Outcome	95% <b>Exceeded</b>	<b>99%</b> <b>Exceeded</b>
RS:CS. 012 Complete a minimum of 95% of food safety high risk inspections A-C.	Target	95%	95%
	Outcome	100% <b>Exceeded</b>	<b>97%</b> <b>Exceeded</b>
RS:CS. 014 Complete a minimum of 80% of food safety lower risk inspections & interventions D	Target	Outside scope	80%
	Outcome	Outside scope of recovery Plan	<b>80%</b> <b>Achieved</b>

**Identification of achievements and variations from the Service Plan.**

Table 1.0 below identifies the achievements, variations and ongoing progress from the Service Plan Planned 2023-24.



**Table 1.0 – Identification of achievements, variations and ongoing progress from the Service Plan Planned 2023-24**

<b>Title:</b>	<b>Environmental Health – Food Law Enforcement Plan</b>		
<b>Manager:</b>	<b>Head of Regulatory and Community Safety</b>		
<b>Team:</b>	<b>Food Hygiene and Safety</b>		
<b>AIM</b>	<b>To undertake service improvements planned from 2023 to March 2024</b>	<b>Date:</b>	<b>From April 2023</b>

<b>Action No</b>	<b>Action</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Action Taken</b>	<b>Deliverables</b>	<b>Update</b>
<b>001</b>	To continue to develop the Primary Authority arrangement between Charnwood Borough Council and a National retailer.	Ongoing	Food Safety Manager	Ongoing and active	To provide ongoing support regarding the development of existing policies, procedures and other compliance activities associated with the retailers catering operation. To provide a single point of contact for other LAs regarding advice and enforcement actions. To recover costs covering resources allocated to the Partnership.	Completed and ongoing Responded to all LA enforcement queries Development of food allergen policy

Action No	Action	Target Date	Lead Officer	Action Taken	Deliverables	Update
002	To continue to consult with Charnwood Food Business Partnership member on food safety initiatives and policies.	June 23	Food Safety Manager		Endorsement of the plan by the lead member by the end of June 2023.  To consult Charnwood Food Business Partnership on the plan	Completed
003	To maintain and promote the National Food Hygiene Risk Rating Scheme to raise public awareness and ensure the correct display of certificates by food businesses.	Ongoing	Food Safety Manager	Ongoing and active	To continue to add business inspection ratings to the FHRS website when businesses were open.  To maintain the scheme in line with the FSA national scheme and associated branding.	Completed and ongoing FHRS business ratings uploaded to website. Facebook promotion of businesses achieving 5
004	To participate in National and Local risk-based food sampling programmes.	March 2024	Food Safety Manager	Not started	To sample in accordance with the UKHSA National and Cross-Regional Microbiological Survey Plan 2023-24.  To carry out reactive sampling associated with food contamination and outbreaks	Not completed due to prioritisation pot covid backlog inspections

Action No	Action	Target Date	Lead Officer	Action Taken	Deliverables	Update
005	To work in partnership with the organisers of large-scale outdoor events and markets to ensure effective food and health and safety management is in place to protect public health.	March 2024	Food Safety Manager	In progress	To contribute and assess during planning and operational stages to ensure adequate procedures and safeguards are in place at large-scale outdoor events, e. g. Glastonbudget Music Event .	Glastonbudget water Sampling completed Event ran without incident
006	New Business (Triage) Project To provide new food businesses with advice. To assist businesses to achieve compliance and secure a good Food Hygiene Rating award to facilitate business growth and support the work of the LLEP, to achieving the performance indicator relating to percentage businesses achieving Broad Compliance, (KI 3).	March 2024 & ongoing	Food Safety Manager	Ongoing	To provide new businesses with bespoke pre-start up advice; to ensure awareness and subsequent compliance with legal obligations.  Telephone advice and information to be provided to all new businesses. To carry out onsite coaching/advisory visits where necessary. To secure Broad Compliance in 80% of new businesses on the first inspection.	Completed and ongoing 200 new businesses triaged and given advice. 98% BC on 1 <sup>st</sup> inspection

Action No	Action	Target Date	Lead Officer	Action Taken	Deliverables	Update
007	To contribute to the Leicestershire Food Liaison Group's Work plan for 2023-2024.	March 2023-4	Food Safety Manager	Ongoing	To participate in a joint project with Leicestershire Trading Standards  To participate in a peer review exercise. and compare consistency between liaison group members.	Completed  Peer review carried over into 2024-5
008	New Ways of Working Project' Continued development of digital & electronic technology to improve efficiency and communication with stakeholders. Support the implementation of the Assure back office system.	Ongoing Assure Go-live Dec 23	Food Safety Manager		Further development of iAuditor electronic templates.  Continue to develop the use of the Teams channels.  'Go Live' implementation of Assure system.	Completed and ongoing  Teams' channels now in routine use for data etc  Assure system is now live and in use. All officers received training
009	To contribute to CBC's Social Media Policy by developing the Food Hygiene and Safety Team's Facebook site.	Ongoing	Food Safety Manager	Ongoing and active	To promote the Team's work by providing information regarding food safety and FSA campaigns. To promote public and business awareness of the Food Hygiene Rating Scheme.	Regular updates and uploading of food businesses FHRS.  Promotion of relevant information. 21 posts &  Total reach of 96,500

**Table 2.0 – Service Plan Key Improvements Planned April 24 to March 25**

<b>Title:</b>	<b>Environmental Health – Food Law Enforcement Plan</b>		
<b>Manager:</b>	<b>Head of Regulatory and Community Safety</b>		
<b>Team:</b>	<b>Food Hygiene and Safety</b>		
<b>AIM</b>	<b>To undertake service improvements planned from 2024 to March 2025</b>	<b>Date:</b>	<b>From April 2024</b>

<b>Action No</b>	<b>Action</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Action Taken</b>	<b>Deliverables</b>	<b>Update</b>
<b>001</b>	To continue to develop the Primary Authority arrangement between Charnwood Borough Council and a national retailer with over 90 catering outlets.	Ongoing 2024-5	Food Safety Manager	Ongoing and active	To provide ongoing support regarding the development of existing policies, procedures and other compliance activities associated with organisation’s catering operations .To provide a single point of contact for other LAs regarding advice and enforcement actions. To recover costs covering resources allocated to the Partnership.	Ongoing

<b>Action No</b>	<b>Action</b>	<b>Target Date</b>	<b>Lead Officer</b>	<b>Action Taken</b>	<b>Deliverables</b>	<b>Update</b>
<b>002</b>	To continue to consult with Charnwood Food Business Partnership member on food safety initiatives and policies.	June 24	Food Safety Manager		Endorsement of the plan by the lead member by the end of June 2024.  To consult Charnwood Food Business Partnership on the plan	
<b>003</b>	To maintain and promote the National Food Hygiene Risk Rating Scheme to raise public awareness and ensure the correct display of certificates by food businesses.	Ongoing 24-25	Food Safety Manager	Ongoing and active	To continue to add business inspection ratings to the FHRS website when businesses were open.  To maintain the scheme in line with the FSA national scheme and associated branding.	FHRS business ratings uploaded to website  Ongoing
<b>004</b>	To participate in National and Local risk-based food sampling programmes.	Ongoing March 2024	Food Safety Manager		To sample in accordance with the UKHSA National and Cross-Regional Microbiological Survey Plan 2023-24.  To carry out reactive sampling associated with food contamination and outbreaks	

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005	To work in partnership with the organisers of large-scale outdoor events and markets to ensure effective food and health and safety management is in place to protect public health.	March 2025	Food Safety Manager		To contribute and assess during planning and operational stages to ensure adequate procedures and safeguards are in place at large-scale outdoor events, e. g. Glastonbudget Music Event .	
006	New Business (Triage) Project To provide new food businesses with advice. To assist businesses to achieve compliance and secure a good Food Hygiene Rating award to facilitate business growth and support the work of the LLEP, to achieving the performance indicator relating to percentage businesses achieving Broad Compliance, (KI 3).	March 2024 25	Food Safety Manager	Ongoing	To provide new businesses with bespoke pre-start up advice; to ensure awareness and subsequent compliance with legal obligations.  Telephone advice and information to be provided to all new businesses. To carry out onsite coaching/advisory visits where necessary. To secure Broad Compliance in 80% of new businesses on the first inspection.	Ongoing

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007	To contribute to the Leicestershire Food Liaison Group's Work plan for 2024-2025.	March 2023-4	Food Safety Manager	Ongoing	To participate in a peer review exercise. and compare consistency between liaison group members.	
008	New Ways of Working Project' Continued development of digital & electronic technology to improve efficiency and communication with stakeholders.	Ongoing 24-25	Food Safety Manager		Further development of iAuditor electronic templates. Continue to develop the use of the Teams channels. Implementation of Assure system reporting system.	
009	To contribute to CBC's Social Media Policy by developing the Food Hygiene and Safety Team's Facebook site.	Ongoing	Food Safety Manager	Ongoing and active	To promote the Team's work by providing information regarding food safety and FSA campaigns. To promote public and business awareness of the Food Hygiene Rating Scheme.	