

## Food Service Plan 2019-2020

<b>Cabinet Member(s)</b>	Councillor Ray Puddifoot MBE Councillor Douglas Mills
<b>Cabinet Portfolio(s)</b>	Leader of the Council Cabinet Member for Community, Commerce and Regeneration
<b>Officer Contact(s)</b>	Oliver Darius, Resident Services
<b>Papers with report</b>	The Food Service Plan 2019-20

### HEADLINES

<b>Summary</b>	This report deals with arrangements within Hillingdon to deliver official feed and food controls as required by the Food Standards Agency. The recommendation within the report is that Member approval is given to the Food Service Plan and that the plan be subject to subsequent annual reviews, so as to ensure transparency and clear accountability. The Food Service Plan provides for the consistent application of an efficient, targeted and risk based approach toward food law enforcement in the London Borough of Hillingdon.
<b>Putting our Residents First</b>	Our people.
<b>Financial Cost</b>	There are no additional costs to the Council as a result of approving the Food Service Plan.
<b>Relevant Policy Overview Committee</b>	Residents, Education and Environmental Services.
<b>Relevant Ward(s)</b>	All.

### 2.0 RECOMMENDATIONS

**That the Leader of the Council and the Cabinet Member for Community, Commerce and Regeneration agree the Food Service Plan 2019-20.**

#### Reasons for Recommendation:

2.2 Service plans are an expression of the Council's commitment to, and development of, the Food Service. The requirements of the service plan are governed by the Food Standards Agency

which oversees official feed and food controls undertaken by all local authorities in England, Scotland, Wales and Northern Ireland.

2.3 The plan ensures that national priorities and standards are addressed and delivered locally according to the principles of good regulation. The plan is also intended to ensure that resources are targeted using a clearly defined and risk based approach.

2.4 The plan encompasses service improvements including improvements identified in the Food Standards Agency Audit Action Plan.

2.5 The Food Standards Agency (FSA) is proactive in setting and monitoring standards and in auditing the delivery of official controls. The FSA requires that food service are approved according to local arrangements.

2.6 Annual reviews of the Food Service Plan may be undertaken by the Head of Service.

### **Alternative options considered/risk management**

The published service plan provides for stakeholder involvement with the Council's planned food law enforcement and controls. Without this, support and local businesses may decline and the expectations of residents may not be met in this area. The plan seeks to ensure adequate provision of resources to tackle incidents of food fraud as well as food borne infectious diseases and contamination. Increases of such incidences present an obvious health risk to residents as well as a risk of adverse publicity of the Borough.

### **Policy Overview Committee comments**

2.8 None at this stage.

## **3.0 SUPPORTING INFORMATION**

### The Food Law Framework Agreement

3.1 The Food Standards Agency Food Law Framework Agreement was established in 2001. The current version requires publicly available plans to increase transparency of local enforcement services. It also provides for agreed feed and food law enforcement standards and enhanced monitoring data, with a greater focus on inspection outcomes. Local authorities must ensure that services they provide support businesses to achieve compliance with food law.

### The Food law Code of Practice

3.2 The Framework brings together obligation on food law enforcement authorities arising out of existing food law as well as related guidance and the statutory Food Law Code of Practise (FLCOP) which is issued by the Secretary of State and concerns the execution and

enforcement of food law in England. The Council as a food authority, is obliged to have regards to FLCOP when discharging its duties.

### Imported Food Border Controls

3.3 EU and domestic legislation prescribes statutory controls at border entry points into the United Kingdom. In 2007, the Food Standards Agency (FSA) appointed the London Borough of Hillingdon as the "single authority" for enforcing imported feed and food controls at Heathrow Airport. The single authority arrangement now means that the London Borough of Hillingdon is responsible for carrying out routine surveillance examinations at certain designated transit sheds and remote transit sheds as well as inspections of consignments and issuing Common Veterinary Entry Documents (CVEs).

### The London Borough of Hillingdon Food Service Plan

3.4 The Food Service Plan can be found at Appendix 1 to this report. The Plan confirms the continuing commitment to the delivery of food law controls and aligns with wider corporate policy objectives. The Plan seeks to target existing resources towards the highest risk activities and covers all elements of food safety, food standards and food hygiene for which the authority has enforcement responsibility, including its port health and border inspection functions at Heathrow Airport and feed law enforcement.

3.5 The FSA expects that all food service plans should be approved according to local arrangements and that a record of approval be maintained. It is envisaged that, over a one year period, core activities will not change substantially and that enforcement will continue to be directed by the currently established principles of good regulation.

3.6 Performance reviews will be completed by the Food Health and Safety Team Manager and the Imported Food Team Manager. These reviews will be presented to the Head of Administrative, Licensing, Technical and Business Services

The objectives of the service plan are:

- to ensure that changes in organisation, personnel, service delivery targets and performance are measured and monitored;
- to provide an additional focus for individual team members to help them to meet team objectives and targets;
- to provide an insight into the activities and management of the food service; and
- to support sound management and improvement of performance.

### **Financial Implications**

3.7 There are no direct financial implications with the recommendation to agree the Food Service Plan 2019/20, which sets out the objectives and vision of the function for the year. The delivery of feed and food law controls will be managed within existing resources set out in the table below.

An overall view of the service including all relevant controllable budgets (i.e. net of support cost allocations) for the Imported Food service is shown below. This gives a broader view of the available resources to deliver the Food Service Plan:

<b>2019/20</b>	<b>Food, Health &amp; Safety</b>	<b>Heathrow Imported Food</b>	<b>Soil Products</b>	<b>Organic Food</b>	<b>Catch Certificates</b>
<b>CC</b>	<b>51500</b>	<b>51801</b>	<b>51802</b>	<b>51803</b>	<b>51806</b>
Staffing	471,900	838,700	0	0	0
Non-Staffing	28,600	480,800	0	0	0
Income	(2,500)	(1,260,100)	(521,000)	(63,000)	(163,500)
<b>Net Budget</b>	<b>498,000</b>	<b>59,400</b>	<b>(521,000)</b>	<b>(63,000)</b>	<b>(163,500)</b>

## 4.0 RESIDENT BENEFIT & CONSULTATION

4.1 The adoption of the Food Service Plan will endorse all official statutory feed and food controls along with appropriate and risk based enforcement designed to protect public health.

The service plan is intended to:

- ensure the advice and guidance is provided to businesses so as to support the wider economy and sustain levels of compliance;
- respond to public health risks, focusing on preventative measures to reduce the likelihood of ill health resulting from food borne diseases,
- provide a continued statutory food sampling programme as well as food sampling activities to detect food fraud, including detection of illegally imported food;
- provide food hygiene ratings (FHRS scores) to inform consumers on hygiene standards in premises where food is prepared, handled, stored for sale, produced or served for consumption on or off the premises;
- reduce inspection activity in the highest (or best) performing businesses (FHRS rated 5) and increase inspection activity for high risk (or worst performing) businesses;
- ensure the alternative enforcement approaches at lower risk businesses are reviewed ; and
- provide assurance to residents that food law enforcement is delivered by properly qualified and competent officers.

### Consultation Carried out or Required

4.2 No specific consultation is required. Within Public Protection Services, Environmental Health Officers within Food Health and Safety Team, the Imported Food Team Manager and Public Protection Service Manager were consulted.

## 5.0 CORPORATE CONSIDERATIONS

### Corporate Finance

Corporate Finance has reviewed the report and confirms that there are no direct financial implications arising from the recommendations proposed in the report.

### Legal

The Borough Solicitor confirms that there are no specific legal implications arising from this report and that there are no legal impediments to the Council approving the Food Service Plan.

## 6.0 BACKGROUND PAPERS

The Framework Agreement on Official Feed and Food Controls by Local Authorities Amendment Five- April 2010

<http://www.food.gov.uk/enforcement/enforcework/frameagree/#.UMHxD2FLZbw>

The Food Law Code of Practice (England)- 7 April 2015

<https://www.food.gov.uk/enforcement/codes-of-practice/food-law-code-of-practice-2015>

## TITLE OF ANY APPENDICES

Food Service Plan 2019-2020

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Appendix 2 - Appointments Contact

Appendix 3 - Premises Profile

Appendix 4 - Premises Profile

Appendix 5 - Workplan

Appendix 6 - Summary of Proposed Inspections

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Appendix 8 - Updated Inland Food Sampling

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Appendix 10 - FHST Competencies

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# **LONDON BOROUGH OF HILLINGDON STATUTORY SERVICE PLAN FOR FOOD LAW ENFORCEMENT**

Drawn up in accordance with the Food Standards Agency Framework Agreement  
(April 2010)

**Year 2019/2020**

Residents Services

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- Appendix 7 Feed and food complaints
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- Appendix 9 Staffing resources
- Appendix 10 Officer Competency profile (Food Health and Safety)
- Appendix 11 Officer Competency profile (Imported Food Office)
- Appendix 12 Total food law interventions achieved
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## INTRODUCTION

This service plan relates to food and feed law enforcement functions. Performance against the plan will be reviewed quarterly by the Head of Service. A new plan will be produced and approved every year to accommodate changes as part of the FSA led change programme as well as accommodating regulatory changes emerging out of Brexit.

The service plan covers all the elements of food safety, feed safety, food standards and hygiene for which the authority has enforcement responsibility. The Council's Food Service Plan has been drawn up in accordance with the Food Standards Agency's guidance contained in the Food Law Framework Agreement.

In the Food Law Framework Agreement, the Food Standards Agency (FSA) requires that the Food Service Plan is approved at a relevant level, according to local arrangements. In Hillingdon, this approval may be made by a Cabinet Member and suitably delegated senior officer, e.g. Head of Service.

The Food Service Plan is an expression of the authority's commitment to the development of the Food Service. It is a structured insight into the activities and management of this service. It also provides a means of managing and improving performance.

The plan is a reference point against which to measure and review changes in organisation, personnel, service delivery targets and performance. It provides an additional focus for individual team members to enable them to meet the objectives and targets of the Food Service. The service plan also takes into account the services provided by the Imported Food Office located at Heathrow Airport, which is responsible for ensuring food entering the UK complies with European and domestic import requirements.

*Signature Here*

Jill Covill  
Head of Administrative, Licensing, Technical and Business Services

## **SECTION 1 : FOOD CONTROL SERVICE AIMS AND OBJECTIVES**

### **1.1 AIMS AND OBJECTIVES**

#### **1.2 Links to Corporate Vision and Themes**

The Food Safety Service works to a number of objectives set annually in a Team Plan. This makes a number of strategic links to the council's vision and themes

- Our People.  
"Putting our residents first and at the heart of all that we do, promoting civic pride.
- Our Natural Environment.  
"We will protect and enhance the borough's natural environment."
- Our Built Environment.  
"We will continue to improve our buildings, roads and footways and ensure that new buildings fit with the surrounding environment."
- Financial Management.  
"Maintain the solid approach to financial management that has delivered our success to-date and which will be vital going forward"

#### **1.2.1 Food Safety Service - key aims**

- Operate within an agreed and published enforcement policy;
- Provide advice, information, support and guidance to local food businesses on their legal responsibilities in respect of food, and feed with due consideration to the Regulators Code, so as to secure better regulatory outcomes;
- Manage a cost effective Food Safety Service that achieves measurable and successful enforcement outcomes;
- Maintain and improve the levels of public information provided on compliance with food legislation, in a way that is clear and easy to understand, based on the national FSA Food Hygiene Rating Scheme;
- Monitor the level of legal compliance of imported foods, through a continued commitment to point of entry inspections;
- Form partnerships with the FSA and other services and agencies in promoting and operating a high quality, active and responsive service that meets joint targets and expectations;
- To protect residents and consumers alike by providing a risk based approach that responds to potential public health hazards and focuses on preventative measures to reduce the likelihood of ill health.

### 1.2.2. Food Safety Service key objectives are:

- Securing legal compliance, having regard to Codes of Practice and Food Standards Agency guidance; using a flexible risk based interventions programme enabling resources to be targeted at non compliant, high-risk premises;
- Providing opportunities for businesses that want to comply, by providing easily understandable advice;
- Wherever possible working in partnership with local businesses, town partnerships and community safety, as well as exploring other ways of working to improve regulatory outcomes;
- Providing the opportunities for businesses to comply, but escalating actions for repeated non compliance in the areas of greatest risk;
- Taking reasonable steps to ensure that food is "fit" and free from extraneous matter;
- Supporting, advising and inspecting all new food businesses in the borough;
- Maintaining an accurate register of food businesses within the borough;
- Increasing the knowledge of food handlers and, wherever possible, the general public about the principles and practices of good food hygiene and food standards;
- Dealing with food hazards in accordance with Food Standards Agency guidance;
- Investigating all relevant notified cases of food-borne disease and taking effective action to control the spread of infection.

### 1.3 Regulating our Future Programme

1.3.1 The Food Standards Agency (FSA) programme Regulating our Future, is modernising the way food businesses are regulated. The FSA are creating a system that is modern, risk-based, proportionate, robust and resilient. This programme continues to put Local Authorities at heart of the system.

The FSA recognise the ways in which businesses operate is changing and are taking steps to keep pace with the rapid change. Leaving the European Union will change patterns of food production, trade and consumption. This will require a flexible and responsive regulatory system.

The key objectives in connection with the ROF programme are:

- To be innovative flexible and responsive delivering food hygiene and food standards controls within existing frameworks and having regard to evolving new ways of working emerging out of the Food Standards Agency Regulating our Future Programme;

- To migrate food registration processes to a new segmented registration process designed by the FSA;
- To recognise national inspection strategies in determining inspection frequencies;
- To recognise sustained compliance during and in between consecutive interventions and reducing inspection frequency where appropriate.

## **SECTION 2.0 : BACKGROUND**

### **2.1 Local Authority Profile**

- 2.1.1 Hillingdon is the second largest London Borough, The Office for National Statistics (ONS) sub-national population projections estimate that in 2019 there are 312,600 people living in Hillingdon. Hillingdon is an ethnically diverse borough with 48 percent of residents from black and minority ethnic groups. Neighbouring boroughs are South Bucks, Three Rivers, Hounslow, Ealing, Harrow, Slough and Spelthorne.
- 2.1.2. Over half of the borough is countryside. The south of the borough is dominated by London Heathrow Airport, the location of the Council's border inspection facilities. The south east is more densely populated, with a diverse range of communities.
- 2.1.3 There are just over 2300 food businesses, including retailers, restaurants and caterers. There are a number of areas with high concentrations of food businesses, most notably London Heathrow Airport, Uxbridge Town Centre, Ruislip Town Centre, Ruislip Manor, Hayes Town Centre and Eastcote.
- 2.1.4. The Imported Food Service based at Heathrow Airport is responsible for ensuring that foods, entering the UK at Heathrow comply with the various requirements under European Union (EU) & UK law. In 2007, the Food Standards Agency appointed the Council as a single authority for enforcing imported feed & food controls at Heathrow. The Council acts on behalf of a number of adjoining authorities with respect to enforcement of imported food controls.

### **2.2 Organisational Structure**

- 2.2.1. Food safety services are managed by the Food and Safety Regulation Service Manager who reports to the Head of Administrative, Technical and Business Services. There are two direct reports to the Service Manager. These are, a Food Health and Safety / Port Health Team Manager and Imported Food Team Leader.
- 2.2.2 A dedicated technical support team provides administrative assistance to the Imported Food Office. A shared technical support team provides assistance to the Food Health and Safety Team. (See Appendix 1 for Organisational Chart).
- 2.2.3. Through the Council's Scheme of Delegations, the Food Health and Safety Team and Imported Food Team have delegated responsibility for food safety enforcement, and authority to instigate legal proceedings in consultation with the Head of Legal Services. The food enforcement function falls within the remit of Cabinet Member for Community, Commerce and Regeneration. The day to day management and overall

coordination of the service's food law enforcement function is the responsibility of the respective team managers.

- 2.2.4. Specialist support services are provided for, through appointment of a Consultant in Communicable Disease Control (CCDC) at Public Health England. The CCDC is appointed as the 'Proper Officer' for Hillingdon. The Proper Officer carries out various functions under public health legislation including the National Assistance Act 1948; the Public Health (Control of Disease) Act 1984 and the Public Health (Infectious Diseases) Regulations 1988. The CCDC has executive responsibility for the surveillance, prevention and control of communicable disease.
- 2.2.5 Appointment of Proper Officers will ensure that the Council is able to discharge its duties and responsibilities in respect of public health in the borough. Since 1 April 2003, CCDC's acting as Proper Officers have been nominated and vetted by the Health Protection Agency, now known as Public Health England. In order to ensure sufficient cover, Public Health England has recommended a number of CCDCs who may be appointed as Proper Officers to act on behalf of the Council. The current appointments, along with current nominated public analysts, are listed in Appendix 2.

## **2.3 Scope of the Council's Food Law Enforcement Services**

### **2.3.1 Food Health and Safety Team**

- Provision of advice and guidance to promote good practice and encourage legal compliance;
- Planned inspection of high risk and other risk food and feed businesses to ensure compliance;
- Planned sampling and analysis of foodstuffs to check compliance with safety, compositional and labelling standards;
- Investigation of alleged contraventions of legislation;
- Prevention, investigation and control of outbreaks or incidences of food borne disease;
- Responding to FSA food alerts as they relate to the borough;
- Instruction of food handlers;
- Identifying premises needing approval under European Commission (EC) regulations, and processing applications for approval;
- Issue of export (health) certificates;
- Promoting health and food safety initiatives;
- Undertaking enforcement action;
- Tackling illegal importation of food and monitoring the composition and labeling of imported foods to ensure compliance with food safety legislation.

### **2.3.2 Imported Foods Team**

- Undertaking official statutory controls on imported Products of Animal Origin (POAO) arriving at Heathrow Airport's Border Inspection Post (BIP). This includes verification of import documentation, undertaking examination and sampling of products;
- Undertaking official statutory controls on Products not of Animal Origin (PNAO) arriving into EU approved designated facilities at Heathrow Airport. This Includes

verification of import documentation, undertaking examination and sampling of products;

- Undertaking programmed surveillance work to help detect new and emerging risks to public and animal health;
- Issuing of export health certificates for consignments departing Heathrow Airport;
- Contributing to new EU and UK legislation and policy development;
- Investigating alleged contraventions of import requirements and liaising with the UK Border Force where non-compliance is established;
- Undertaking appropriate enforcement action;
- Responding to FSA & Department for Environment, Food and Rural Affairs (DEFRA) food alerts and carrying out re-enforced checks as required by the European Commission (EC);
- Providing advice and guidance to local and national businesses in respect of European and Domestic import controls.

### 2.3.3 Food Health and Safety Team Additional functions

- Provision of advice and guidance for local businesses to promote good practice and assist with legal compliance in relation to health and safety and "smoke free" legislation;
- Planned risk based inspections of non food businesses to ensure compliance with health and safety and smoke free legislation;
- Public Health Surveillance at Heathrow (Mosquito Vector Control, General Health Declaration checks and water sampling.)
- Private waters risk assessment and sampling.
- Investigation and prevention of accidents in the workplace;
- On farm animal welfare;
- Entertainment events advice and guidance;
- Planning and licensing consultations;
- Licensing reviews;
- Safety advice within Safety Advisory Group Meetings;
- Environmental Health IT systems administration;
- Feed enforcement.

### 2.3.4 Imported Food Team

- The carrying out of checks and the endorsement of catch certificates as required by the Sea Fishing (Illegal, Unreported, and Unregulated Fishing) Order 2009.
- The carrying out of checks and the endorsement of certificates of inspection as required by the Organic Products Regulations 2009 (as amended).

## 2.4 Demands on the Food Control Service

### Food Health and Safety Team

- 2.4.1 The wards to the south of the borough, Barnhill Pinkwell and Townfield, have a disproportionately high number of businesses that fail to meet a broadly compliant level of food safety. In addition, there are varying demands related to the five terminals at London Heathrow including liaison with the airport operator, ground handling companies, terminal managers, airlines and airline handling agents. It

follows within a business where, compliance with food safety requirements is low, then other compliance issues are often identified, creating additional unplanned work.

- 2.4.2 The percentage of people speaking English as their first language is lower than the national average. Main languages spoken include Punjabi, Tamal, Somali, Polish, and Urdu. Particular challenges exist around language and food culture in a number of wards.
- 2.4.3 All local authorities have responsibility for imported food controls. Through port health authorities at sea and airports and international rail links and Border Inspection Posts, the UK has effective imported food controls at point of entry. However, in spite of effective border controls, illegal imports will still arrive at point of sale due to international smuggling of illegal goods or failure to declare items due to lack of knowledge on behalf of the importer. It is, therefore, important that inland controls are also in place. The identification of food not of animal origin and products of animal origin that have not been physically checked at point of entry or have been illegally imported, and any subsequent enforcement will normally be made during routine food hygiene inspections.

#### Food Law Inspections

- 2.4.4 The authority has approximately two thousand three hundred food premises which are subject to programmed food law interventions. The profile of risk categories and types of food premises are shown in Appendix 3 & 4.

#### Approved Premises

- 2.4.5 The authority is required to inspect and approve any premises producing products of animal origin such as meat, dairy, egg or fish product under EC derived legislation. The authority currently has twenty eight approved food premises out of which there are nineteen coldstores, four cook chill production factories, one sausage maker, one egg packer, one caviar repacking, 1 fishery products (coldstore and processing) and one rewrapping.

#### The Food Hygiene Rating Scheme

- 2.4.6 The Food Health and Safety Team implement the Food Standards Agency's national Food Hygiene Rating Scheme. The scheme includes restaurants, takeaways, pubs offering food, sandwich shops, cafes, mobile catering vehicles, schools, nurseries, retail shops, care homes, home caterers. Businesses receive a sticker awarding them a score of between 0 and 5, the display of which remains voluntary. Safeguards exist to enable businesses to request a revisit to re-score, to appeal the score and/or publish a 'right to reply'. There is a fee payable by the business for revisits to rescore.

#### Border Inspections at London Heathrow Airport

- 2.4.7 The Imported Food Team is responsible for ensuring that food and feed imported into the EU via Heathrow Airport complies with the various statutory requirements. This includes inspecting a wide range of products of animal origin (POAO) including fish and fishery products, live crustaceans and bivalve molluscs, meat and meat

products, hunting trophies, semen and embryos at an approved Border Inspection Post (BIP.) A Common Veterinary Entry Document (CVED) is issued once veterinary checks have been completed.

2.4.8 There are two inspection facilities at London Heathrow Airport. Both of these facilities are 'dual use' facilities that handle both imported POAO and Products Not of Animal Origin (PNAO). Such products include fresh perishable fruits and vegetables, nuts and nut products, spices, plastic kitchenware and rice. Certain restricted PNAO are issued with a Common Entry Document (CED) once official controls are complete. Other items are issued with an authenticated declaration.

2.4.9 In 2007 the Food Standards Agency (FSA) appointed Hillingdon as the single authority for enforcing imported feed & food controls at Heathrow. Previously this responsibility was shared between four other local authorities: the London Borough of Hounslow, Spelthorne Borough Council and Surrey County Council. The single authority arrangement now means that Hillingdon is responsible for carrying out routine surveillance examinations at certain designated remote internal temporary storage facilities (ITSF(R)).

#### Service Contact Details

2.4.10 Food, Health and Safety Team:

- Telephone 01895 250190;
- Emergency (out of hours) 01895 250380
- Hours: 9am – 5pm Monday to Friday (voicemail operates at other times)
- Email on foodhealthandsafety@[hillingdon.gov.uk](mailto:foodhealthandsafety@hillingdon.gov.uk)

London Borough of Hillingdon, Food and Safety Regulation, High Street, Uxbridge, Middlesex, UB8 1UW.

Imported Foods Office:

- Telephone 01895 558180
- Hours 8am to 5:30pm Monday to Friday;
- Hours 9am to 3pm Saturday and Sunday;
- Clearances required outside of these hours will be carried out by prior arrangement;
- Email [imports@hillingdon.gov.uk](mailto:imports@hillingdon.gov.uk)

London Borough of Hillingdon, Imported Food Office, Building 550, Shoreham Road East London Heathrow Airport, Hounslow, Middlesex, TW6 3UA.

## **2.5 Regulation Policy**

2.5.1 The Food Safety Service is bound by the Residents Services Enforcement Policy and the key principles of this are as follows;

Enforcement should be:

- Consistent;



- Follow standards;
- Transparent and open;
- Helpful;
- Equitable;
- Proportionate;
- Fair.

## **SECTION 3.0 SERVICE DELIVERY**

### **3.1 Food Safety Service Delivery Work Plan 2019/2020**

- 3.1.1 The full work plan for food safety along with performance measures is included in Appendix 5. There are both national and local (corporate) drivers for service delivery. Nationally, the obligations on food law enforcement authorities arise from the Food Law Code of Practice and Guidance in the Food Law Framework Agreement.
- 3.1.2 It is the Food Health and Safety Teams objective that the interventions programme is operated in accordance with the Food Safety Act 1990, The Food Safety and Hygiene (England) Regulations 2013 and the Food Law Code of Practice. Officers will determine the intervention frequency using the risk-rating scheme defined in the Code of Practice.
- 3.1.3 Within the interventions programme higher risk premises are given priority. Inspections of Category A and Category B rated premises are carried out in accordance with the Food Safety Act Code of Practice and associated FSA guidance. Newly registered businesses will be inspected in addition to those businesses identified in the risk based intervention programme. A full range of official and non official controls are utilised to direct resources appropriately. Risk Category A poses the greatest risk and is, therefore, inspected at a greater frequency for Food Hygiene (every 6 months) changing to every 12 months for Risk Category B, every 18 months for C and so on, through the risk categories. A combination of official and non-official controls are targeted on businesses, dependent upon risk and current levels of compliance. Following an audit/inspection of a food business, an inspection report is provided to the food business, clearly detailing any contraventions found and what action is required by the proprietor to meet the requirements of the law. Verbal advice is also given on matters of best practice. Each premise is assigned a risk category, based on the type of business and the type of food handled as well as the conditions found at the premises at the time of inspection.
- 3.1.4 In all of the work carried out by the Food Safety Service, priority is given to border inspection controls and the food hygiene interventions programme. Officers will, as far as reasonably practicable, combine food hygiene interventions along with food standards and health and safety interventions.
- 3.1.5 Inland food sampling is undertaken throughout the year. Priorities are set out within a sampling programme. Additional sampling is undertaken in support of London and regional food coordinating groups and increasingly informed by local intelligence.
- 3.1.6 The service will prioritise statutory sampling at Heathrow and conduct inland food sampling in consideration of FSA priorities.

- 3.1.7 All officers undertaking inspections, investigating complaints, giving advice, and taking samples, will be authorised in accordance with the requirements relating to qualifications and experience laid down in the Food Law Code of Practice.
- 3.1.8 The summary of proposed inspection activity is set out in Appendix 6. The Food Standards Agency requires Local Authorities to include inspection of imported food during routine food hygiene inspections. This activity is included, and will form part of the overall inspection process.
- 3.1.9 Heathrow Airport is located within the borough boundary. The Imported Food Team carries out all statutory inspections and enforcement in respect of imported food and feed consignments arriving at the airport Border Inspection Post and Designated Point of Entry. Staff offer advice to the trade and airport clearing agents in respect of import controls, and report various findings directly to Central Government departments.
- 3.1.10 The following factors have a significant impact on the delivery of the food safety enforcement function:
- Investigation of infectious diseases;
  - Public health security at Heathrow Airport;
  - Health and safety enforcement;
  - Port Health functions;
  - Animal disease and animal health;
  - Licensing;
  - Fluctuations in in demand from service users (consumer and resident complaints).

## **3.2 Feed and Food Related Complaints**

- 3.2.1 Trends in previous years are highlighted in Appendix 7, along with an estimation of complaints going forward.

Categories of food complaints included are as follows;

- Out of Date Food;
  - Labeling;
  - Cooking /Storage;
  - Foreign Matter;
  - Tainted Food (microbiological, chemical);
  - Allergens.
- 3.2.2 The Projection going forward includes service requests pertaining to all food poisoning and suspect food poisoning cases.
- 3.2.3 Service requests are investigated in accordance with established procedures and policies. It is our aim for an officer to respond to complaints within no more than 10 working days. Food complaints relating to food sold in the borough but manufactured either abroad or elsewhere in the UK will be directed to home/primary authorities and/or the company concerned so as to avoid lengthy investigations and inconsistent

enforcement decisions. The service will generally seek to resolve these types of complaints informally having due regard to the Council's Enforcement Policy.

### **3.3 Home/Primary Authority Principle**

3.3.1 The Home Authority principle is governed by a Joint Statement of Commitment (JSoC) signed in June 2011 by the BRDO which became part of the Regulatory Delivery Office, and now replaced by the Office for Product Safety and Standards (OPS) Chartered Trading Standards Institute (CTSI) and the Chartered Institute of Environmental Health (CIEH).

3.3.2 The service will where it is possible adopt the home authority principle. This will be where it is identified that there is a clear need for coordinated regulatory activity in connection with the business. It is expected in such a case the business within Hillingdon will normally produce or distribute food from within the borough and supply consumers in at least several other boroughs where the company may be subject to official controls.

3.3.3 In determining interventions at food premises, officers shall have regard to primary authority partnerships, through routine checks of the primary authority database. The service will consider inspection plans and consult with the primary authority over any planned enforcements.

### **3.4 Advice to Businesses**

3.4.1 The service will work with businesses to help them comply with the law and to encourage the use of best practice. This is achieved through a range of activities, including:-

- Advice given during the course of inspections and other visits;
- The provision of free advice leaflets (including leaflets in other languages);
- Responding to enquiries;
- Provision of food business coaching;
- Provision of information on Hillingdon.gov.uk;

### **3.5 Feed and Food Sampling**

#### Routine Sampling

3.5.1 In order to identify new and emerging risks from imports of food, the Imported Food Team has developed a local sampling plan, in line with the National Monitoring Plan. Other routine surveillance for inland functions is detailed in a separate sampling programme.

3.5.2 In particular, food and environmental samples will be taken from the following types of business:

- Those engaged in the handling or preparation of high risk foods;

- Those selling food identified for sampling as part of national or regional sampling programme or as agreed at the local food liaison group, with priority for imported foods;
- Premises selling food subject to consumer complaints.

3.5.3 All sampling undertaken by officers is taken in accordance with the relevant legislation and with all due consideration to the services food sampling policy. In preparing its sampling programme, the service allows for the participation in relevant sampling initiatives devised and coordinated by the following:

- London Food Coordinating Group;
- North West London Food Liaison Group;
- Public Health England;
- FSA.

3.5.4 The service aims to take the minimum number of samples requested of each local authority in microbiological survey programme, subject to having sufficient suitably qualified and trained staff available. Analysis of food may also be considered as a result of a food complaint. Samples will be analysed and / or examined by the laboratories detailed in Appendix 2. The food sampling programme is updated on an annual basis to reflect local priorities. Inland food sampling takes place in accordance with The Food Health and Safety Team sampling policy. This can be found in Appendix 8.

### Statutory Sampling

Imported Food Team:

3.5.5 European and domestic legislation governing the import of products not of animal origin (PNAO) requires certain food and feed items imported from certain countries to undergo a physical examination (including sampling) at specific frequencies. Many 'high risk' products are required to be sampled at frequencies of between 10% and 50%. This means, for example, that every tenth (10%) or every other (50%) import of that restricted item into Heathrow would be sampled and detained to ensure that contaminants are absent or that levels are below the EU maximum permitted levels.

3.5.6 Other imported food items such as dried figs, hazelnuts and pistachio nuts from countries such as the, Iran, Turkey and the USA are also subject to an increased level of control at the point of entry. This includes sampling products at frequencies ranging from 5% to 50%.

3.5.7 Many other statutory sampling requirements are in place, including requirements for imported plastic kitchenware. Separate import conditions apply to all listed products. These requirements include detailed statutory sampling requirements.

3.5.8 Officers undertake sampling to detect a variety of contaminants including pesticide residues, mycotoxins (including aflatoxins and ochratoxin A), heavy metals, illegal dyes and genetically modified rice. This is in addition to microbiological sampling.

3.5.9 There are detailed special conditions that apply to imports of products of animal origin (POAO) imported from some countries including Bangladesh, Myanmar and India. In some cases, consignments must be accompanied by the results of analysis confirming the absence of particular contaminants. In other cases, officers must undertake sampling to confirm the absence of these contaminants.

3.5.10 All sampling undertaken by officers is taken in accordance with the relevant legislation. Formal samples are taken in accordance with the Food Safety Act Code of Practice and the departmental standard operating procedure.

### **3.6 Control and Investigation of Outbreaks and Food-related Infectious Disease**

3.6.1 The FHST team will investigate food-related infectious disease notifications in accordance with procedures agreed with the Consultant in Communicable Disease Control (CCDC). These notifications of illness will be responded to within 3 working days. Any unusual illness activity that indicates a possible outbreak will be reported to the CCDC without delay and may be notified to the Food Standards Agency Incidents Team. Investigation of outbreaks will be in accordance with the CCDC Outbreak Control Plan.

3.6.2 In the event of an outbreak, the allocation of staffing resources will be higher due to the intensive staffing demands in controlling the spread of infection in the community, identifying the source and investigating potential offences.

### **3.7 Food Safety Incidents**

3.7.1 The FHST team will, on receipt of any FSA food alert for action 'FAFA' or Product Recall/Withdrawal Information Notices respond as appropriate and in consideration of any special instruction from the FSA. On receipt of any local or regional outbreak related to food, respond as agreed within the Outbreak Control Team.

3.7.2 Emergency cover is provided out of hours throughout the year by officers who are contactable through the Council's emergency call-out service.

3.7.3 Priority is given to any emerging food incidents in preference to any programmed work. Up to seven FTE competent and qualified EHO's are available within the Food Health and Safety Team with a minimum skeleton staff of two during holidays during normal office hours. Resilience is provided for out of hours through duty EHO's and through the imported food office, which is open during weekends, evenings and Bank Holidays.

### **3.8 Liaison with Other Organisations**

3.8.1 The Council is committed to ensuring its enforcement approach is consistent with other local authorities. Accordingly, regular dialogue on food enforcement matters takes place through the following forums:

- North West London Food Liaison Group (NWLFG);
- Association of London Environmental Health Managers Forum (ALEHM); (representing a forum for regional feed arrangements);

- Attendance at FSA update seminars;
- LGA Local Government Association;
- Health and Safety Executive;
- National Health Service (NHS) through the consultant in Public Health;
- PHE (in relation to foodborne outbreaks);
- Food Standards Agency Imported Food Team (FSA);
- Department for Environment, Food and Rural Affairs (DEFRA) and Animal and Plant Health Agency (APHA);
- UK Border Force (UKBF);
- HMRC;
- London Approvals Group;
- London Food Fraud Group;
- Heathrow Airport Working Group;
- Major Ports Forum;
- UK Border Agency.

### **3.9 Food Safety Promotion**

3.9.1 The service will, engage in the following activities:

- Food safety and food information coaching and/or advice ;
- Seasonal hygiene press releases;
- Activities to improve Food Hygiene Rating Scheme scores;
- Nutritional campaigns e.g. Healthier Catering Commitment
- Website Development.
- Reporting of food enforcement cases

Press releases on food safety or nutritional matters will be coordinated with other food authorities wherever possible. All communications shall be made through the Council's Communications Team and are subject to sign off by the Council Leader.

## **4. 0 RESOURCES**

### **4.1 Financial Allocation**

#### Food Health and Safety Regulation

4.1.1 The forecast budget for 2019/2020 is shown below. For comparison, the previous year is also given. Part of the budget in Food and Health and Safety is required for other functions of the team.

4.1.2 Administrative staff are not included in this salary budget. The estimated staffing resources for all food activities are broken down in Appendix 9

2019/20	Food, Health & Safety	Heathrow Imported Food			
		Products of Animal Origin	Soil Products	Organic Food	Catch Certificates
<b>CC</b>	<b>51500</b>	<b>51801</b>	<b>51802</b>	<b>51803</b>	<b>51806</b>
Staffing	471,900	838,700	0	0	0
Non-Staffing	28,600	480,800	0	0	0
Income	(2,500)	(1,260,100)	(521,000)	(63,000)	(163,500)
<b>Net Budget</b>	<b>498,000</b>	<b>59,400</b>	<b>(521,000)</b>	<b>(63,000)</b>	<b>(163,500)</b>

2018/19	Food, Health & Safety	Heathrow Imported Food			
		Products of Animal Origin	Soil Products	Organic Food	Catch Certificates
<b>CC</b>	<b>51500</b>	<b>51801</b>	<b>51802</b>	<b>51803</b>	<b>51806</b>
Staffing	458,400	755,100	0	0	0
Non-Staffing	14,900	495,400	120,000	0	0
Income	(2,500)	(1,210,100)	(675,000)	(60,700)	(171,100)
<b>Net Budget</b>	<b>470,800</b>	<b>40,400</b>	<b>(555,000)</b>	<b>(60,700)</b>	<b>(171,100)</b>

#### Food Health and Safety Team Cost Centre 51500

- 4.1.3 All enforcement officers have access to a laptop computer (containing database, e-mail and word processing and spreadsheet packages). All PCs in the FHST team work area have internet access. Inspectors have access to the Knowledge Hub as well as food policies and procedures via a write protected shared folder. The documentation of policies and procedures is aided and assisted by an online 3<sup>rd</sup> party supplier.
- 4.1.4 In the event of legal proceedings arising from food safety issues, costs are met from a legal budget within the Directorate. Requests for funds to pay for Counsel's opinion or case presentation in court are considered on their merits, before expenditure approval is sought. Commissioning of such services is subject to the approval of the Director of Residents Services.

#### Imported Food Office Cost Centres 51801 / 51802 / 51803 / 51806

- 4.1.5 The Imported Food Team recovers the costs for official controls where it is appropriate. Charges are levied on importers requiring them to pay for the cost of veterinary checks and / or official controls. The charges are reviewed annually.

## **4.2 Staffing Allocation**

- 4.2.1 All food law enforcement activities that are undertaken by the Food Health and Safety Team are supported by a shared technical support service.

4.2.2 All officers carrying out food safety enforcement duties are appropriately authorised taking into consideration qualifications and competencies as laid out by Chapter 4 of the Food Law Code of Practice.

4.2.3 The competency profile of the authorised food law enforcement officers within the FHST and Imported Food Team is given in Appendix 10 and 11.

### **4.3 Staff Development Plan**

4.3.1 The service will ensure that Food Safety Service officers are appropriately qualified and receive regular development to maintain and improve appropriate levels of competency.

4.3.2 Staff shall refer to the competency framework for Food Law Enforcement Officers in determining their development objectives for the year.

4.3.3 Staff will maintain an equivalent of at least 20 hours of CPD per year split into 10 hours on core food matters and 10 hours on other professional matters. This will be achieved through a combination of activities, including training, where this is available and shall be met within existing budgets.

4.3.4 The staff development approach comprises of:

- The employment of competent enforcement officers capable of food law enforcement;
- Evidence of formal qualification (sight of qualification certificates prior to commencement of work);
- In-house and external competency-based training ;including online training;
- Identification of training needs through the Council's appraisal process (PADA) and ongoing performance monitoring at 1-1 supervision meetings.

## **SECTION 5.0: QUALITY ASSESSMENT**

### **5.1 Monitoring Arrangements**

The following monitoring arrangements are in place, or under review, to assist in the quality assessment of the work carried out:

Food Health and Safety Team:

- Monitoring 10% of food inspection documents, inspection checks and reports sent;
- Shadow inspections;
- Monitoring of 100% notices before sending;
- Audit of FSA /LAEMS (Local Authority Enforcement Monitoring System) statistics, and back office checks;
- Validation of hygiene rating score by cross checking recorded compliance scores.
- 1-1 supervision meetings, 6 monthly appraisals and annual appraisals;
- Internal Audit against the standard set out in the Food Law Code of Practice;
- Controlled document management of policy and procedure documents;



- Team Meetings;
- All statutory returns checked and verified by a Team Manager before submission.

Imported Food Team:

- Internal monitoring of official clearance documents issued by officers at the Imported Food Office including inspection checks, sampling techniques and accuracy of documentation issued;
- Shadow inspections;
- Monitoring of 100% of notices before serving;
- Team Leader audits physical inspection and sampling frequencies for PNAO and POAO to ensure they are in line with legislative requirements;
- Yearly and six monthly appraisals of Senior Environmental Health Officers, Technical Officers and Scientific Officer by Team Leader;
- All statutory returns checked and verified by Team Leader before submission;
- Controlled document management of policy and procedure documents;
- Team Meetings.

## **6.0 SERVICE PERFORMANCE AND REVIEW**

### **6.1 Review of food law controls against the Food Service Plan**

- 6.1.2. Service performance is maintained for the purposes of meeting the expectations set out by the Food Standards Agency in the Framework Agreement on official feed and food law controls, and for the wider purpose of contributing toward key strategic objectives and protecting public health.
- 6.1.3 In the previous 3 years the service has maintained programmed inspections in high risk premises and continued to use a full range of interventions including lighter touch interventions and alternative enforcement to deal with more compliant and lower risk businesses.

### **6.2 Identification of Variations from the Service Plan**

- 6.2.1 Service performance is considered against the annual food law interventions achieved in consecutive years as illustrated in Appendix 12 as well as projections and areas for improvement as set out in the 2015/2018 service plan.
- 6.2.2 Significant variations are as follows;
- The Imported Food Team have experienced a significant increase in requests for the issuance of Export Health Certification, particularly for consignments of fishery products destined for China.
  - Inland food sampling was driven largely by intelligence following on from complaints and/or matters of evident concern following food programed inspections.
  - The projected position at the end of the financial year is to have completed 100% Food Hygiene A's B's and C's;

- An improved position is projected on the 2015/2018 target of 50% for hygiene inspections in category D, inspections outstanding from 2017/2018 are currently being prioritised from this lower risk category. The projected outstanding work is highlighted at Appendix 6.
- The approaches around revisits are driven by risk, are flexible and responsive and aim to achieve the best outcome as efficiently as possible, on many occasions successive revisits are required to achieve compliance. 186 Food Hygiene Revisits were undertaken (5 February 2019)
- A 'maintained' position is projected against the 2015/2018 targets for food standards inspections.
- The projected position for Food Standards (as at the end of 2018/19) is to only have 10 outstanding B's consistent with the 2017/18 outturn.
- The service continues to seek opportunities for London Healthier Catering Commitment limited to quick wins where businesses are in already in a position to meet the criteria for the award. Some businesses are active in seeking the recognition.
- The Food Health and Safety Team improved internal communications through working toward meeting on a fortnightly basis with an agenda focused around ongoing casework and continued developments within the field of food safety regulation.
- The approach to alternative methods of enforcement continues to evolve utilising support from Business Services to coordinate advice to low risk businesses within the programme. A revised policy statement is pending.
- The service completed an exercise working with British Airways acting in the capacity as home authority to identify controls in place on board to manage food safety.

### 6.2.3 Annual Projections are as follows;

#### Food Health and Safety Team

- The number of broadly compliant premises will remain similar, with possible change by one percentage point
- In the forthcoming period the food health and safety team will continue to prioritise higher risk premises and closely manage Category D premises inspections utilising contingent labour to maintain and work toward improving on its its projected position at the year ending 2018/2019.
- 100 % of A's and B's and Category C Food Hygiene Inspections to be completed;
- Lower risk inspections will be subject to alternative enforcement;

- The Food Health and Safety Team will renew its commitment to coordinated food sampling focusing on FSA priorities of imported foods. This will be subject funding.
- Increased number of formal enforcements (beyond warning letters) to improve regulatory outcomes.
- The service will continue to manage new premise registrations prioritising higher risk premises for early inspection.
- Back office checks will be enhanced to rigorously check the operational status of businesses registering with the Council. Where businesses do not start up within 3 months of registering they will be notified that they are to be removed from the food register. Similarly businesses that serve food occasionally and on a small scale, will not be required to register.
- The Food Health and Safety Team will sign-up up to the the new online Food Standards Agency enhanced registration scheme by the end of 2019/2020.
- Prosecutions will be in accordance with existing enforcement policies.

#### Imported Food Team

- The TRACES system or its replacement following the UK's exit from the European Union will be used to endorse all consignments of products of animal origin, and high risk products not of animal origin that required a Common Veterinary Entry Document (CVED), or Common Entry Document (CED) respectively.
- All consignments of imported food entering the UK will be examined in accordance with the frequencies established in European and Domestic import legislation.
- All required checks will be concluded without delay, in particular:
  - CVED's will be endorsed and issued within 2 hours of the consignment being available for examination.
  - CED's for high risk PNAO subjected to a documentary examination will be endorsed and issued within 2 hours of being available for examination.
  - CED's for high risk PNAO subjected to a physical examination will be endorsed and issued within 2 hours of laboratory results being issued.
  - Certificates of Inspection for organic produce will be endorsed within 24 hours of being available for examination.
- Non-statutory work, including the procurement of non-statutory food samples will be carried out in accordance with central government guidance.

- Enquiries received by the Imported Food Office will be dealt with in a prompt and helpful manner in accordance with the London Borough of Hillingdon Code of Conduct.

### **6.3 Areas of improvement**

6.3.1 The service is working in conjunction with the service performance manager in identifying high level reportable key performance indicators (KPI's.) Significant variations will be reported to the Head of Service, along with an action plan setting out remedial action. The Head of Service may determine which KPI's are reported to Corporate Management Team (CMT) and will report achievements, through regular cabinet member update briefings as necessary.

6.3.2 The service will:

- Seek to improve its reach through targeting existing social media platforms;
- Seek to increase the number of sign ups to the London Healthier Commitments within the borough;
- Commence early communications with our Media/ Corporate Communications Team on poor performing businesses subject to formal enforcement to secure communications are prepared in advance of hearings;
- Review the approach to alternative methods of enforcement for low risk premises;

### 6.3.4 Other measures

- Notify food businesses of their FHRs score immediately after an inspection wherever possible to reduce subsequent administration and improve the visibility of the scheme;
- Notification of hygiene ratings 4 and 5 will be given on site;
- Review business rules for decisions on detailed report writing, (to manage administrative time spent on dealing with food inspections report writing);
- Consider alternative approaches to support field staff in producing compliance reports;
- Provide enhanced advice and information on allergens including promoting FSA online allergen training. Monitor knowledge understanding and implementation in targeted businesses;
- Refresh food sampling programme;
- Review Councils approach toward its enforcement policy and make necessary service specific changes;
- The Imported Food Office continues to work with colleagues in ICT to identify electronic solutions that will help to create a modern and efficient system for the control of imported foods arriving at Heathrow;

## GLOSSARY

**Approved Premises:** Food manufacturing premises that has been approved by the local authority, within the context of specific legislation, and issued a unique identification code relevant in national and/or international trade.

**Food Law Codes of Practice:** Government Codes of Practice issued under Section 40 of the Food Safety Act 1990 as guidance to local authorities on the enforcement of food legislation.

**Alternative Inspection Strategy:** This describes the 'alternative' methods of assessing businesses; it is intended to ensure that adequate control is maintained in low risk premises. Alternative Enforcement Strategies are used widely by most Local authorities for businesses where there is 'no inspectable risk' and provides for a reduction in officer time spent on low risk premises.

**Food Hazard Warnings:** A system operated by the Food Standards Agency to alert the public and local authorities to national or regional problems concerning the safety of food.

**Framework Agreement:** The Framework Agreement consists of:

- Food Law Enforcement Standard;
- Service Planning Guidance;
- Monitoring Scheme;
- Audit Scheme.

**The Food Law Enforcement Standard** and the **Service Planning Guidance** set out the Agency's expectations on the planning and delivery of food law enforcement.

**Full Time Equivalent (FTEs):** A figure which represents that part of an individual officer's time available to a particular role or set of duties. It reflects the fact that individuals may work part-time, or may have other responsibilities within the organisation not related to food enforcement.

**Home Authority:** An authority where the relevant decision making base for an enterprise is located and which has taken on the responsibility of advising that business on food safety/food standards issues. Acts as the central contact point for other enforcing authority's enquiries with regard to the enterprise's food related policies and procedures.

**Primary Authority:** An authority that has agreed a written statutory partnership with a business to provide authoritative advice for other councils which they must take into account when carrying out inspections or dealing with non compliance. Effective resourcing arrangements may be set up under such an arrangement.

**Auditing:** A system whereby local authorities might audit each others' food law enforcement services, (inter authority auditing) or the Food Standards Agency might audit each against an agreed quality standard.

**Food Liaison Group** Member Forum for discussion between neighbouring local authority

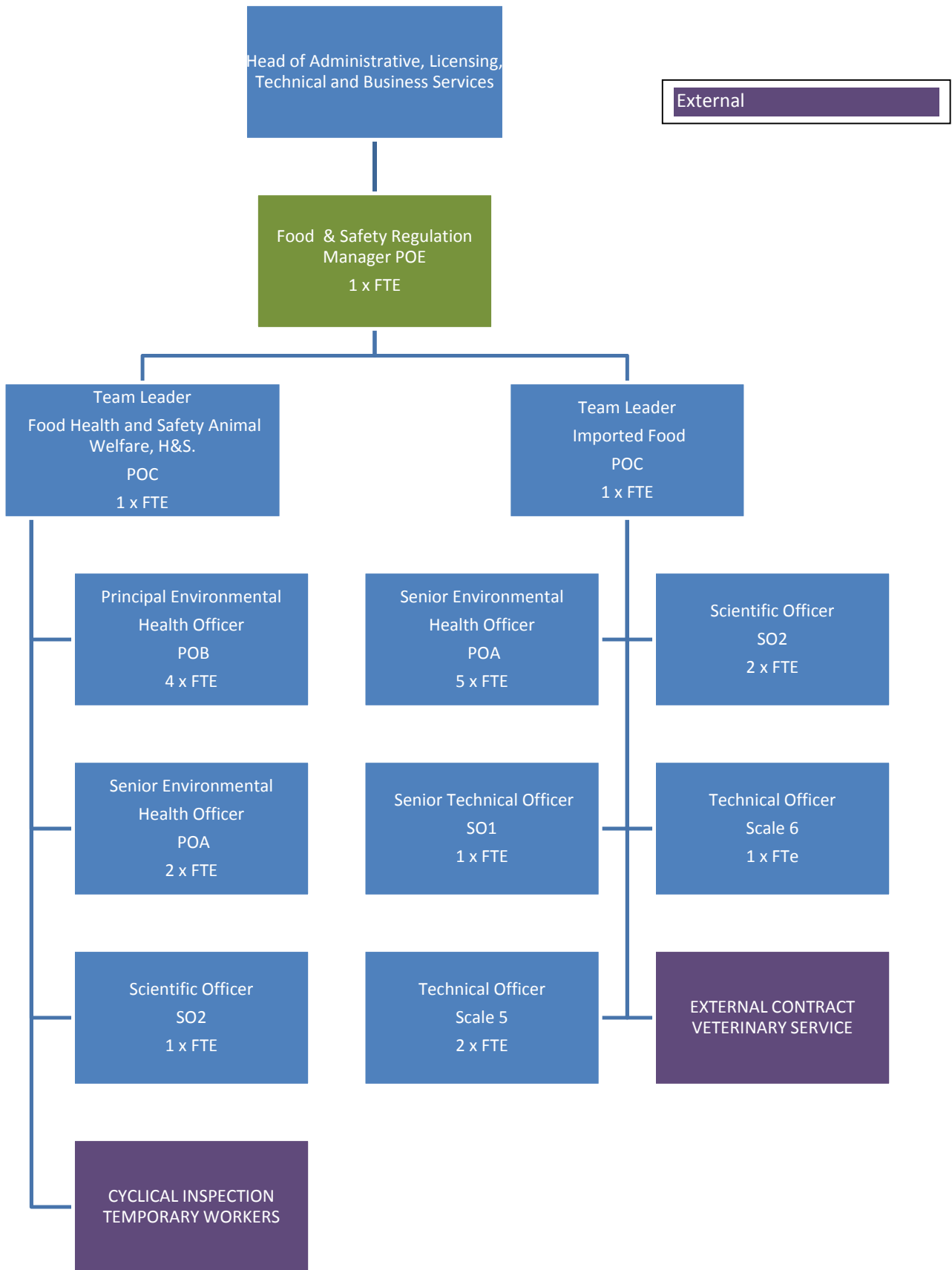
environmental health staff at which Members discuss arrangements for delivery of food law enforcement, and coordinate regional and local sampling surveys.

**Originating Authority:** An authority in whose area a business produces or packages goods or services and for which the Authority acts as a central contact point for other enforcing authorities; enquiries in relation to those products.

**LAEMS:** Local Authority Enforcement Monitoring System which is a web-based system used to report local authority food law enforcement activities to the FSA.

**ALEHM** - Association of London Environmental Health Officers

**Appendix 1 Organisational Structure - FOOD & SAFETY REGULATION**



## **Appendix 2 Appointments**

### **Food Examiner Public Health Laboratory**

Food, Water and Environmental Microbiology Laboratory, London  
Public Health England  
61 Colindale Avenue  
London,  
NW9 5EQ

Email address                      FWEM@phe.gov.uk

Telephone no.                      020 8327 6550

Fax No.                                020 8327 6542

### **Public Health England Consultants in Communicable Diseases**

North West London Health Protection Team  
Public Health England,  
61 Colindale Avenue,  
London,  
NW9 5EQ.

Telephone no:                      0203 326 1658

Fax no:                                0203 326 1654

Consultants:

Dr Yimmy Chow (Team Lead)

Dr Claude Seng

Sara Atkin

Dr Janice Lo

Dr Jonathan Fok – Hillingdon Lead

Dr Christina Atchison – Hillingdon Lead

### **Nominated Public Analyst Laboratory**

Public Analyst Scientific Service (PASS)  
i54 Business Park  
Valiant Way  
Wolverhampton  
WV9 5GB  
United Kingdom

Telephone no:                      +44 (0)1902 627200

Email address:                      General info@publicanalystservices.co.uk



Contact: Duncan Arthur  
Email address: [DuncanArthur@PublicAnalystServices.co.uk](mailto:DuncanArthur@PublicAnalystServices.co.uk)  
Telephone no: 07734 383707 (Direct)  
01902 627238 (General)

## APPENDIX 3 – Risk Rating Profile

### Food Hygiene Risk Rating Profile

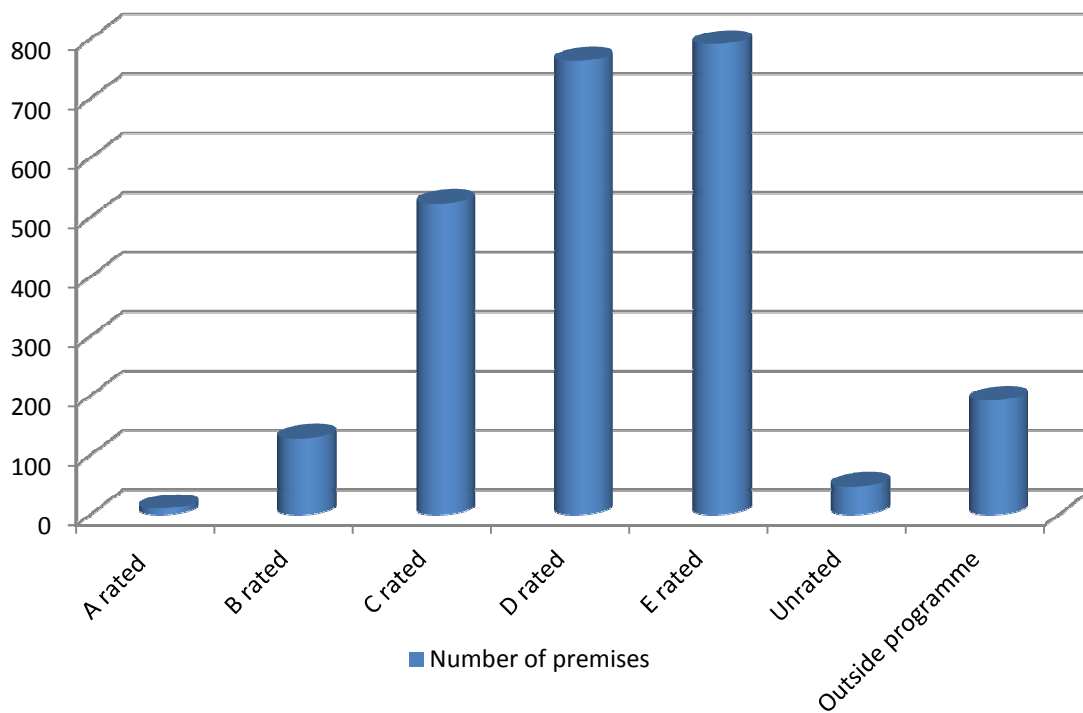


Figure 1: Profile of Food Hygiene Premises Risk Rating (6<sup>th</sup> February 2019)

### Food Standards Risk Rating profile

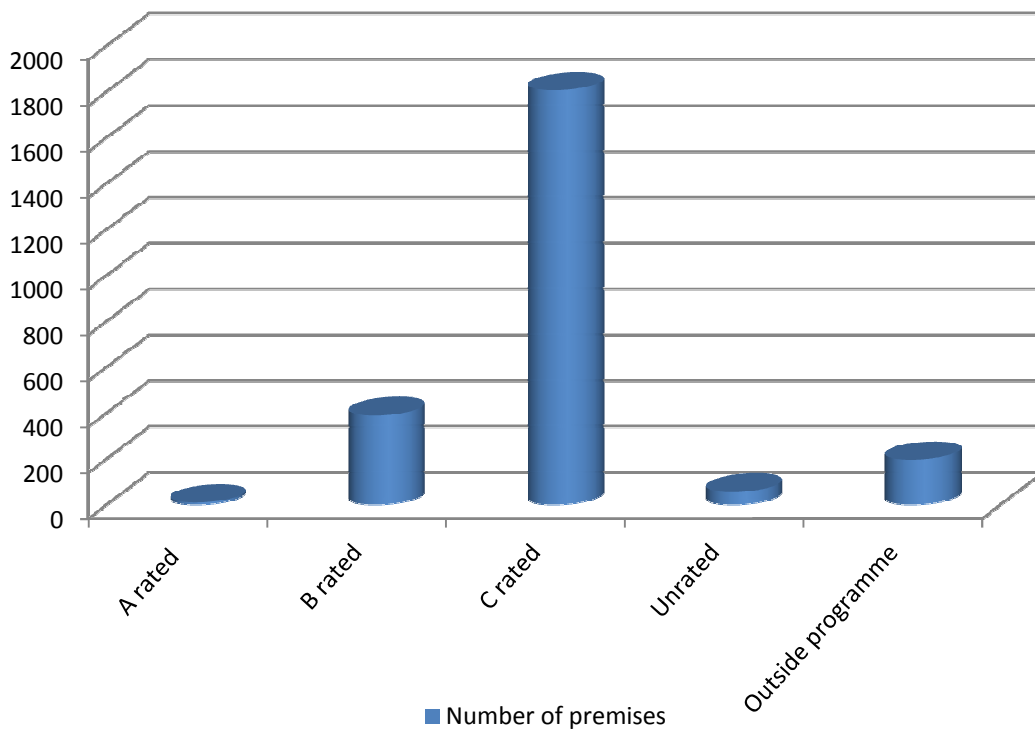


Figure 2: Profile of Food Standards Premises Risk Rating (6<sup>th</sup> February 2019)

**Appendix 4 Premises profile and interventions due**

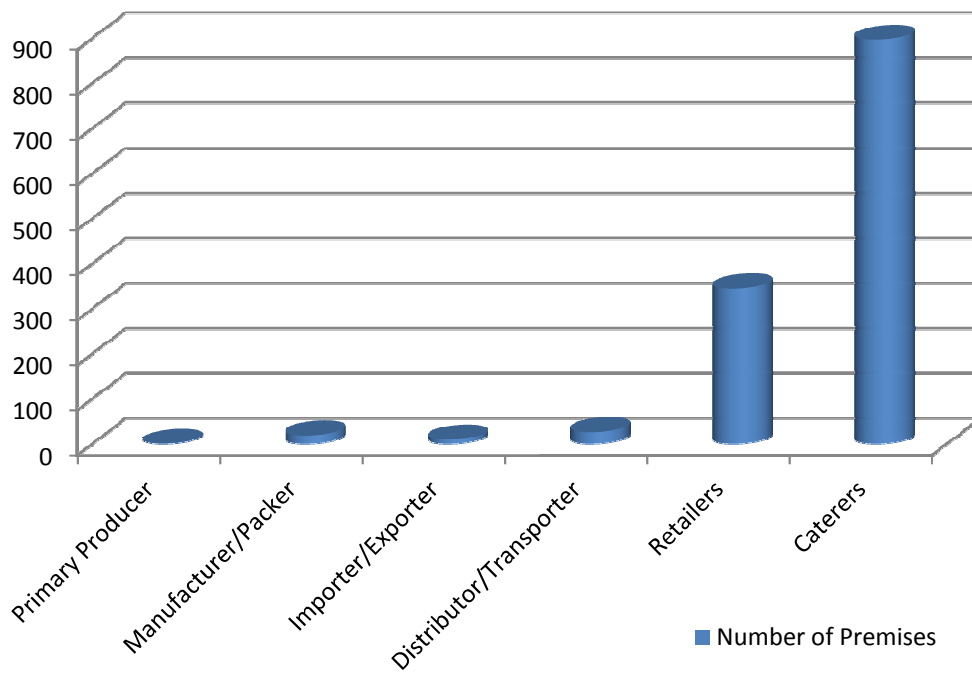


Figure 1 Profile of food premises categories

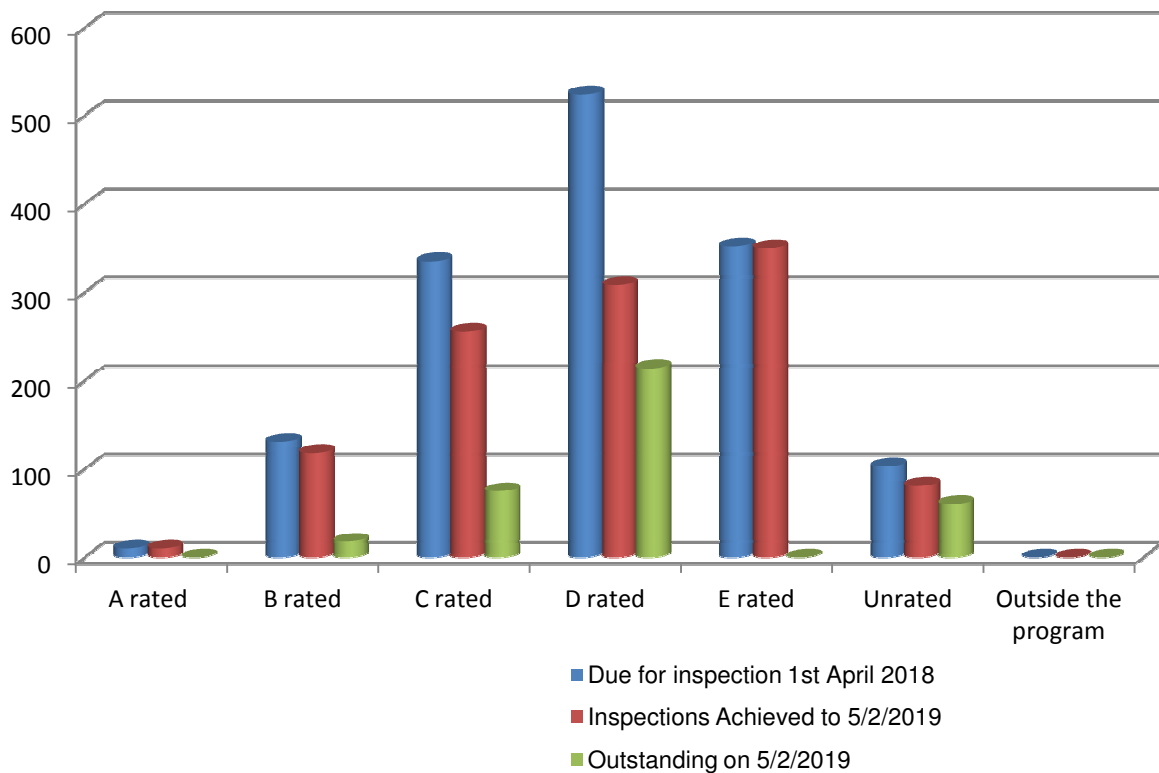


Figure 2 Profile of Food Hygiene interventions due, achieved and outstanding

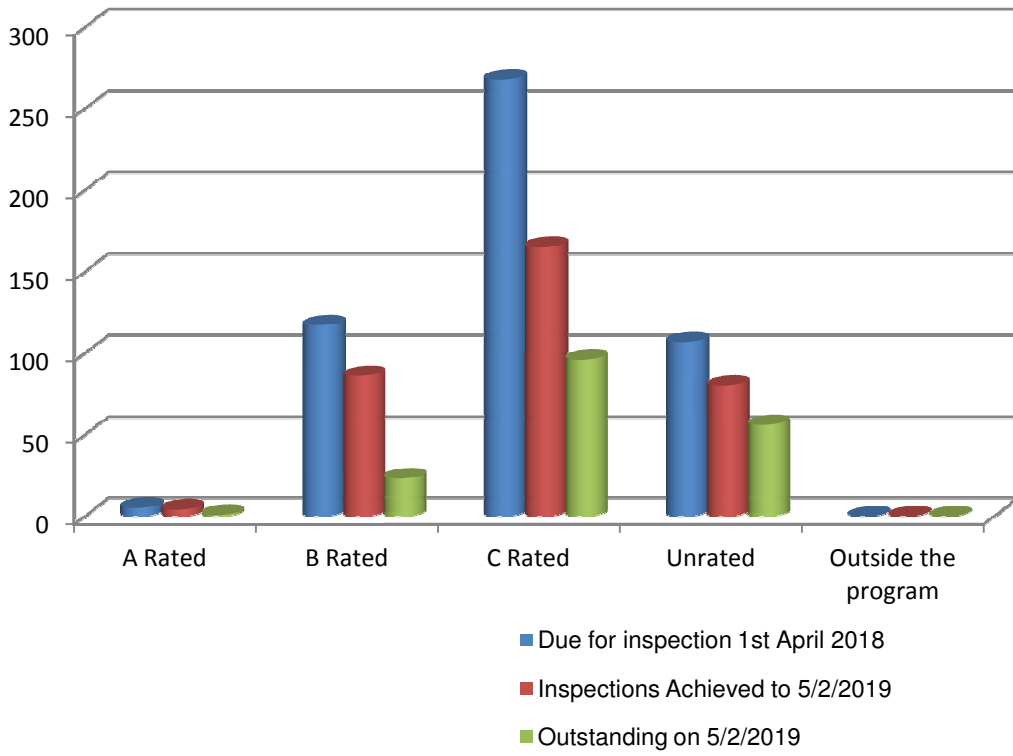


Figure 3 Profile of Food Standards interventions due, achieved and outstanding

**Appendix 5 Workplan 2019/2020**

<b>KPI</b>	<b>Activity</b>	<b>Discipline</b>	<b>Measure of Success</b>	<b>Projections to 2020/2021</b>	<b>Comments</b>
1	Maintaining/improving compliance	Hygiene	Complete revisit inspections to ensure improvements are achieved at the highest risk premises.	Maintain	
2	Feed delivery arrangements	Feed Hygiene	12 feed inspections	Premises which had no previous inspection received an inspection. Continue with funded work.	Continue on collaborative working with Association of London Environmental Health Managers including completing selected feed inspections
3	A- B Inspections (high risk)	Hygiene and Standards	Ensure 100 % of A and B rated inspections are completed	Maintain	
4	Category C Inspections (high risk)	Hygiene	100%	Maintain	Subject to appointment into current vacancy and availability of contingent Labour
5	Category D (lower risk)	Hygiene	80%	All 2018/2019 outstanding will be completed	Subject to availability of contingent Labour
6	Category C (low risk)	Food Standards	70%		As much as possible Food Standards C's will be timetabled t

					for an inspection to coincide with Hygiene inspections which may become due in the following financial year.
7	Category E (low risk)	Hygiene	100%	Maintain	Review Alternative inspection strategy and current code of practice to determine any visits required.
8	Policy and Procedures	Food Hygiene and Food Standards	Maintain a document management Process Update 8 policy/procedure notes.	Maintain	
9	Food Sampling	Food Hygiene and food Standards	Complete food sampling activities in line with food sampling programme	Maintain	

## **Appendix 6 Summary of Proposed inspection activity 2019/2020\***

<b>Risk Rating (Max. Inspection interval)</b>	<b>Number of interventions due 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Target Percentage of interventions to be carried out 2019 to 2020</b>
Category A (Every 6 Months)	10	100%
Category B (Every 12 Months)	110	100%
Category C (Every 18 Months)	346	100%
Category D (Every 24 Months)	264	80%
Category E (Every 36 Months)	341	100%
<b>Total</b>	1071	95%

\*Currently based upon appointment of contingent labour during February and March 2019 the best estimate of the level of outstanding hygiene inspections from 2018/2019 is 174 Category D's. This may be reduced with additional appointments in to temporary posts.

**Table 1: Summary of Anticipated Food Hygiene Inspection Activity 2019/2020**

<b>Risk Rating (Max. Inspection interval)</b>	<b>Number of interventions due 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Target Percentage of interventions to be carried out 2019 to 2020</b>
Category A (Every 12 Months)	8	100%
Category B (Every 2 years)	157	100%
Category C (Every 5 years)	95	70%
<b>Total</b>	260	89%

\*Currently based upon appointment of contingent labour during February and March 2019 the best estimate of the level of outstanding standards inspections 2018/2019 in Category B is 10, in Category C is 30. This may be reduced with additional appointments in to temporary posts.

**Table 2: Summary of anticipated Food Standards Inspection Activity 2019 - 2020**

In addition to the 1071 premises subject to hygiene inspections it is envisaged that additional inspections will be required as a result of new businesses starting up. On average in 2018/2019 twenty five new registration were received each month. Programmed food standards inspections will normally be carried out at the same time as a hygiene inspection. Premises that have a risk rating E for hygiene and C for food

standards will be subject to an alternative inspection strategy which may not include a visit. Non compliant premises will be subject to revisits, both approaches in line with guidelines set out in the Food Safety Act Code of Practice.



**Appendix 7 Feed and Food Complaints**

2016/2017		2017/2018			2018/2019			2019/2020	
Projected	Actual	Projected	Actual		Projected	Actual ** As of 01/02/2019		Projected	
				Suspect Food Poisoning			Suspect Food Poisoning		
220	421	74	240	539	104	550	353	110	500
<b>Totals</b>	495		643			463			

**Appendix 8**

**London Borough of Hillingdon Residents Services - Food Health and Safety/Port Health**

**Food Sampling Policy (Inland)  
2019-2020**

# Food Safety and Food Standards sampling

## 1.0 Introduction

The councils food health and safety team (from here on in referred to as 'the service') recognises that effective routine sampling is not only an essential part of a well-balanced enforcement service but also informs the council and its partners on measures required to protect public health.

Microbiological and compositional food sampling provide information on the standards and safety of food produced, prepared, and retailed within the borough to both consumers and residents, as well as providing information to food business operators.

This policy sets out the Council's overall approach to food sampling and its approach to specific situations and considers formal and informal sampling within the context of:-

- process monitoring,
- inspections,
- complaints,
- surveillance (including national, regional and local co-ordinated programmes,)
- Special investigations.

## 2.0 Scope

The Policy has been drawn up in accordance with the Food Standards Agency Framework Agreement on Local Authority Food Law Enforcement, Food Law Code of Practice (England), and other relevant centrally issued guidance on sampling. It deals with sampling within the context of the Food Safety Act 1990, the Food Safety (Sampling and Qualifications) (England) Regulations 2013 and the Food Safety and Hygiene (England) Regulations 2013.

Private waters sampling for the purposes of Private Water Supplies Regulations 2016 is not within scope of this policy.

## 3.0 Informal Sampling

Samples shall normally be sent to a UKAS accredited laboratory. These are samples that are not taken in accordance with the requirements set out in the appropriate sampling regulation. Sampling will normally be for the purposes of surveillance and follow up enforcement action is not normally anticipated.

## 4.0 Formal Sampling

Samples will be taken in accordance with the appropriate sampling regulations and will always be submitted to the food examiner at a UKAS accredited laboratory.

## 5.0 Process Monitoring

Samples may be taken from manufacturers of foods, during the manufacturing process, for the purposes of ensuring food safety and for ensuring the effectiveness of the critical controls

in the process. The manufacturer will be notified of the result of any such sample analysis or examination.

## **6.0 Inspection**

Samples will not normally form part of routine programmed inspection unless the environmental health officer identifies a particular problem that needs further investigation, or if there is a particular survey, special investigation or earlier poor sampling result.

## **7.0 Complaint sampling**

Where a particular premise or food produced in the borough is implicated with a confirmed case or confirmed cases of food borne disease, food samples shall be taken and submitted for examination, for the purpose of identifying any likely source of infection, and controlling any risk to public health. These samples will normally be taken formally.

Other food samples that are the subject of a complaint concerning the fitness of the food and requiring microbiological analyses will not be accepted where there has been any reported temperature abuse by the consumer.

All samples submitted to the service by a consumer shall be handed over upon the agreement that the ownership of the food be surrendered for the purpose of the investigation. For more minor complaints the consumer shall be encouraged to return the food to the retailer.

In all instances where a consumer brings a food complaint to the service the investigating officer shall consider the enforcement expectation and advise the consumer accordingly. In determining whether or not to accept a food sample regard shall also be had to the Residents Services Enforcement Policy.

## **8.0 National / Regional Priorities**

The service works in partnership with other local authorities through the regional London food groups and will periodically take samples as part of our participation in agreed food sampling surveys. Sampling survey priorities are aligned with Food Standards Agency priorities together with any sector specific priorities as agreed.

## **9.0 Special Investigations**

Food samples may be taken and submitted as part of a special investigation e.g. in response to a food hazard warning, or to other intelligence received about potential food safety and quality issues. Regional or national intelligence on meat authenticity is an example.

## **10.0 Local Priorities**

Premises that are subject to a high hygiene risk score may be subject to specific food sampling activities to determine whether or not an offence has been committed and also to provide process monitoring information for the investigating officer.

Other priorities will be based on local intelligence and/or earlier adverse sampling results. Wherever possible these will be captured within the food sampling program.

## **11.0 Food sampling program**

The service will prepare a sampling programme which details our intended food sampling priorities. The programme will take into account the number, type and intervention ratings of the food businesses, and the type of food produced in the area. The program will run in conjunction with regional and national sampling surveys.

### **Unsatisfactory or unacceptable/potentially hazardous results.**

Premises from which samples are procured that are subsequently analysed and yield poor results will be considered within the context of the overall management at the premises and the risk to health. Re sampling may often be necessary.

Unsatisfactory- test results will normally result in an environmental health officer investigating whether or not the hygiene practices in the premises are adequate.

Unacceptable/potentially hazardous- test results will escalate actions meaning more urgent attention is given to locate and remedy the source of the problem.

In the event of adverse sampling results that may suggest a serious localised or non-localised food hazard the authority will make a report to the Food Standards Agency.

**Appendix 9 Staffing Resources Food Health and Safety Team 2019/2020**

<u>What</u>	<u>How</u>	<u>When</u>	<u>Who</u>	<u>Resource</u>
Maintaining and Improving Compliance, A's B's and food hygiene C's.	EHO's  Special Measures and maintaining broadly compliant figure through programme of inspections.  100% of A's & B's C's	Throughout the year, A's and B's will be carried out with the aim to achieve a visit within 28 days of the intervention due date.	Manager Principals Seniors	1 FTE 3.71 FTE 2 FTE
Maintaining and Improving Compliance Category D	EHO's and Technical officer for smaller retailers  80% D's	Throughout the year	Contingent Labour as required	
New premises (200 - 300)	Streamlining processes to gather intelligence on time and inform EHO's of trading status. Removing registrations for failed start ups, utilising self assessments for home caterers and cake makers in addition to inspections.	Throughout the year		
Unplanned work including revisits for non compliant premises	Priority given to revisiting non broadly Compliant premises (food hygiene rating of zero, 1 and 2)	Throughout the year within 3 months of the primary intervention.		
Improving and updating procedures	3 <sup>rd</sup> party supplier of policies and procedures. Local procedures reviewed by Team Manager and Principal Officers	Periodic reviews in line with document control system.		

Food sampling	EHO's and Technical Officer	Throughout the year wherever possible combining with other programmed work.		
Food and Feed Incidents	EHO's	As and when notified by the Food Standards Agency.		
Food Hygiene E (Low risk) including smaller retailers within Category D's	Using an alternative enforcement strategy Non official controls, including advice and intelligence gathering.	Throughout the year	Technical Officer and business support Services.	1 FTE
Feed delivery arrangements	Regional working in partnership with ALEHM funded by FSA/ National Standards) NTS.	Throughout the year	Regional Feed Lead	Subject to continued funding

## Appendix 10

### **OFFICER COMPETENCY PROFILE (Food Health and Safety Team)**

The following authorisations have been issued to the FHST team officers in accordance with The Food Safety Act Code of Practice (Chapter 1). Officers are competent in multiple areas of work.

#### **SECTION A: FOOD HYGIENE & SAFETY**

COMPETENCY	NUMBER OF OFFICERS
Inspection of HACCP based management control systems	7
Inspection of risk category A and B premises	5.
Inspection of manufacturers and processors classified as “substantial”	6.
Product-specific inspections	7.
Inspection of risk category C to E premises	7.
Service of improvement notices	6.
Service of emergency prohibition notices	6.
Inspection, detention and seizure of foodstuffs	6.

#### **SECTION B: GENERAL**

COMPETENCY	NUMBER OF OFFICERS
Taking of formal samples	7.
Taking of informal samples	8.
Dealing with food complaints - Advice given	8.
Dealing with food complaints - investigations	8.
Investigations potentially leading to legal proceedings	7.





## **Appendix 11**

### **OFFICER COMPETENCY PROFILE (Imported Foods Team)**

#### **SECTION A: Imported Food**

The following authorisations have been issued to the Imported Food Team officers in accordance with the Food Safety Act Code of Practice (Chapter 1).

All officers are authorised under the Food Safety Act 1990, the Trade in Animals and Related Products Regulations 2011, the Official Feed and Food Controls (England) Regulations 2009 (as amended), the Organic Products Regulations 2009 (as amended) and the Sea Fishing (Illegal, Unreported and Unregulated Fishing) Order 2009. This includes the authority to undertake all necessary checks in relation to imported food.

COMPETENCY	NO. OF OFFICERS FTE
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#### **The Trade in Animals and Related Products Regulations 2011**

Inspection (including documentary, identity and physical checks) on products of animal origin at LHR Border Inspection Post.	12
Issuing of Common Veterinary Entry Document for products of animal origin entering the European Community, and those transiting and trans-shipping to worldwide destinations via LHR.	6
Service of notice / action to deal with unchecked consignments (enforcement)	6
Seizure and / or holding of consignments pending additional information	6
Service of notice following failure of checks or seizure (enforcement)	6
Service of notice / action to deal with consignments likely to constitute a risk to animal or human health	6
Service of notice / action to deal with serious or repeated infringements and breaches of maximum residue limits	6

Re-importation procedure for products of animal origin including channelling to establishment of destination 6

**The Sea Fishing (Illegal, Unreported and Unregulated Fishing) Order 2009**

Inspection (including documentary, identity and physical checks) on fishery products arriving at LHR Border Inspection Post 12

Endorsement of catch certificates accompanying fishery products entering the European Community 12

Service of enforcement notices to include:

- Controlled movement of consignments; 6
- Consent for movement of consignments; 6
- Refusal of importation. 6

Formal and informal verification of consignments to include warning letters and HMRC exemption information 12

**The Official Feed and Food Controls (England) Regulations 2009 (as amended)**

Inspection (including documentary, identity and physical checks) of products not of animal at LHR Designated Point of Entry to include:

- Checks on high risk fruits and vegetables; 8
- Checks on foodstuffs from certain third countries for the presence of aflatoxins; 8
- Checks on plastic kitchenware originating from China and Hong Kong 8

Issuing of Common Entry Document and other relevant import documents for products not of animal origin entering the European Community 6

Service of enforcement notices to include:

- Official Detention; 6
- Official Release; 6
- Consignment Rejection; 6
- Consignment Destruction. 6

Carrying out of all checks in relation to imported food in ETSF located in Hounslow, Spelthorne and Surrey and as part of the Food Standards Agency Single Authority Agreement. 12

**The Organic Products Regulations 2009 (as amended)**

Documentary, identity and physical inspection of organic produce, and subsequent endorsement of organic certification. 12

Service of enforcement notices on non-compliant organic consignments 6

**SECTION B: General**

<u>COMPETENCY</u>	<u>NO. OF OFFICERS</u>
Taking of formal samples	8
Taking of informal samples	8
Investigations potentially leading to legal proceedings	6
Dealing import queries from importers and clearing agents	12
Dealing with import complaints	6
Checks on aircraft manifests to identify illegally imported food products	12

## Appendix 12

### Total food law interventions achieved

FOOD INTERVENTIONS COMPLETED 2016-2017

Food Hygiene	Achieved	Outstanding
A rated interventions due	46	1
B rated interventions due	219	1
C rated interventions due	405	18
D rated interventions due	268	184
Low Risk	349	0
Unrated	295	26
Outside	4	2
<b>Total</b>	<b>1586</b>	<b>195</b>

FOOD INTERVENTIONS COMPLETED 2017-2018

Food Hygiene	Achieved	Outstanding
A rated interventions due	26	2
B rated interventions due	207	0
C rated interventions due	372	102
D rated interventions due	311	294
Low Risk	21	197
Unrated	348	29
Outside	2	0
<b>Total</b>	<b>1287</b>	<b>624</b>

FOOD INTERVENTIONS COMPLETED 2018-2019

Food Hygiene	Achieved	Outstanding 5/2/2019	Projected 31/03/2019
A rated interventions due	26	0	0
B rated interventions due	214	18	0
C rated interventions due	345	75	0
D rated interventions due	325	214	174
Low Risk	353	0	0
Unrated	199	60	50
Outside	0	0	0
<b>Total</b>	<b>1462</b>	<b>367</b>	<b>224</b>

Food Standards	Achieved	Outstanding
A rated interventions due	11	0
B rated interventions due	120	13
C rated interventions due	557	38
Unrated	254	12
Outside	9	14
<b>Total</b>	<b>951</b>	<b>77</b>

Food Standards	Achieved	Outstanding
A rated interventions due	6	1
B rated interventions due	151	10
C rated interventions due	368	105
Unrated	308	17
Outside	1	7
<b>Total</b>	<b>834</b>	<b>140</b>

Food Standards	Achieved	Outstanding 5/2/2019	Projected 31/03/2019
A rated interventions due	4	1	0
B rated interventions due	163	23	10
C rated interventions due	700	96	30
Unrated	178	56	50
Outside	15	0	0
<b>Total</b>	<b>1060</b>	<b>176</b>	<b>90</b>

Source: 2016-2017 & 2017 -2018 Food Standards Agency Local Authority Enforcement Monitoring System (LAEMS) extract: 2018/2019 data pending validation and reflects the position as of 6<sup>th</sup> February 2019.



**Appendix 13 Hygiene Enforcements**

	<b>Formal Notices</b>	<b>Cautions</b>	<b>Prosecutions</b>	<b>Seizures</b>	<b>Closures</b>	<b>Written Warnings</b>
<b>2015/2016</b>	<b>25</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>18</b>	<b>612</b>
<b>2016/2017</b>	<b>16</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>13</b>	<b>633</b>
<b>2017/2018</b>	<b>13</b>	<b>0</b>	<b>3</b>	<b>5</b>	<b>15</b>	<b>677</b>
<b>*2018/2019</b>	<b>13</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>645</b>

\*\_ To 6<sup>th</sup> February 2019 and subject to end of year data validation