

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **Community Safety and Public Protection Scrutiny Sub Committee**

*19<sup>th</sup> October 2017*

### **Report of the Head of Planning and Public Protection**

N. Pearce

#### **Matter for Information**

**Wards Affected:** All

#### **Environmental Health And Trading Standards:**

#### **Food And Feed Service Delivery Plan 2017-2018 And The Food And Feed Law Enforcement Review 2016-2017**

#### **Purpose of Report**

- 1 To inform Members of the work plan for 2017-2018 of the Authority's Food and Feed enforcement service and the review of the Food and Feed enforcement service for 2016 -2017.

#### **Executive Summary**

2. Food hygiene, and Food & Feed standards enforcement remains a priority for the service.
3. Food hygiene inspection resources were prioritised and continue to be prioritised on undertaking all high risk food premises together with an initiative to address the backlog of lower risk premises (focussing on certain Category D-rated premises). The broadly compliant indicator remains consistently high and resources are being put in place to ensure that this continues to be the case as this is a National Performance Indicator. National and local food sampling initiatives were carried out throughout the year, and we will continue to take part and make use of sampling resources made available. The service supports the FSA's National Food Safety Week as an important initiative to raise awareness of current issues, and also utilises Social Media opportunities. The

new business team within the Food and Health Protection team contribute to providing advice and coaching to businesses prior to the start of trading, in an attempt to give businesses relevant good practice and to inform them of their legal requirements. This has previously been a service which has been provided free of charge however in line with our councils, the service is currently considering charging for this service going forward.

4. The new feed arrangements appear to have been a success, and the section will exploit the regional connections that have been forged. There are clear issues with the number of interventions for food over the past year and resources have been allocated to address this. Regional working and intelligence gathering should continue to be developed and there are clear priorities for the service in relation to both food and feed and these need to be addressed, but without ignoring other issues that are appearing on the horizon.

## **Background**

5. The Food Safety Act 1990 and the Food Standards Act 1999, together with associated statutory guidance, require local authorities to make provision for the enforcement of food and animal feeding stuff safety measures and to plan for service delivery on an annual basis. The proposed Service Delivery Plan, attached as Appendix 1, sets out the way in which the Environmental Health and Trading Standards Service intends to deliver food and feed law enforcement during the period 2017-2018.
6. It sets the scene for the enforcement function locally, whilst recognising national priorities. It sets the hierarchy of priorities for which the service is responsible, and indicates the range of interventions which are designed to maximise the health gain and public protection from the resources available.
7. The aims and objectives of the food and feed law enforcement service are:

- To help to maintain a safe and healthy environment in the County Borough.
  - To ensure food and feed produced or consumed within the area does not present a risk to health and to take action to prevent it entering or limiting its introduction to the food chain.
  - To ensure the effective control of feed destined for consumption by animals entering the food chain and pet animals.
  - To encourage good practices in food safety, food & feed standards and fair-trading, and to take action to discourage practices which are unfair to other traders or threaten health.
  - To enforce the relevant environmental health and trading standards legislation via a variety of interventions at premises in the County Borough, e.g. sampling, intelligence led investigations and surveys, and investigation of complaints, malpractices and cases of food poisoning.
  - To ensure that resources are targeted where they are most effective and address areas of highest public health risk
  - To respond to requests for advice and to seek to raise awareness of food safety and food & feed standards issues
  - To help business owners to comply with their obligations under food & feed legislation and to take appropriate action as per the enforcement policy against those who will not.
8. The authority must carry out an annual food and feed law enforcement performance review as part of the Framework Agreement (2010) between the Local Authority and the Food Standards Agency, which is attached at Appendix 2.
  9. The framework agreement sets out the planning and delivery requirements of feed and food official controls, based on the existing statutory Codes of Practice.
  10. The performance review considers the various requirements of “The Standard”, which include planned inspections / interventions,

sampling, service requests and complaints, promotional work, training of staff and monitoring arrangements.

### **Financial Impact**

11. None

### **Equality Impact Assessment**

12. A Screening Assessment has been undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010. After completing the assessment it has been determined that this proposal does not require an Equalities Impact Assessment

### **Workforce Impact**

13. No impact on current workforce

### **Legal Impact**

14. None

### **Risk Management**

15. None

### **Any Other Impacts?**

16. None

### **Consultation**

17. There is no requirement under the Constitution for external consultation on this item

### **Recommendation(s)**

18. The Food & Feed Service Delivery Plan 2017- 2018 and the Food & Feed law enforcement review 2016-2017 are for information.

### **Reason for Proposed Decision(s)**

19. To inform members of the work plan for the Food & Feed enforcement service for 2017-2018 and of the Food & Feed law enforcement review 2016-2017.

### **Implementation of Decision**

20. The decision is proposed for implementation after the three day call in period.

### **Appendices**

21. Appendix 1 - Food and Feed Service Delivery Plan 2017-2018  
Appendix 2 - The Food and Feed Law Enforcement review 2016–2017.

### **List of Background Papers**

22. None

### **Officer Contact**

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**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**  
**CYNGOR BWRDEISTREF SIROL CASTELL-NEDD PORT TALBOT**

**FOOD & FEED LAW ENFORCEMENT**  
**SERVICE DELIVERY PLAN**

**2017-2018**



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## **1.0 SERVICE AIMS AND OBJECTIVES**

### **1.1 Purpose of the Service**

It is the policy of Neath Port Talbot County Borough Council to strive to ensure that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled or consumed within the County Borough is without risk to the health or safety of the consumer; that it is described accurately and that it bears all required labeling and information. Additionally, the plan encompasses Food law enforcement to recognise the importance of ensuring food safety from the very beginning of the food chain (at producer/farm level), through to the consumer (the farm to the fork principle).

The Food Standards Agency (FSA), as part of its national Food Safety Framework Agreement, requires all local authorities to prepare a service delivery plan which reviews the implementation of the previous plan and details the delivery of their food safety enforcement responsibilities for the following year.

The plan seeks to ensure that national priorities and standards are delivered locally and provides a balanced approach to local food safety enforcement. This is achieved by not merely directing resources towards the programmed inspection process, but also by ensuring that adequate provision is made to address food & feed complaints, food poisoning notifications and other reactive work, advice to businesses, and also the ability to follow-up on intelligence driven areas of work such as sampling, food fraud and targeted inspections.

### **1.2 Aims and Objectives**

The aims and objectives of the food and feed law enforcement service are:

- To help to maintain a safe and healthy environment in the County Borough
- To ensure food and feed produced or consumed within the area does not present a risk to health and to take action to prevent it entering or limiting its introduction to the food chain

- To ensure the effective control of feed destined for consumption by animals entering the food chain and pet animals
- To encourage good practices in food safety, food & feed standards and fair-trading, and to take action to discourage practices which are unfair to other traders or threaten health.
- To enforce the relevant environmental health and trading standards legislation by means of interventions at premises in the County Borough, e.g. inspections, sampling, intelligence led investigations and surveys, investigation of complaints, malpractices and cases of food poisoning.
- To ensure that resources are targeted where they are most effective and address areas of highest public health risk
- To respond to requests for advice and to seek to raise awareness of food safety and food & feed standards issues
- To help business owners to comply with their obligations under food & feed legislation and to take appropriate action as per the enforcement policy against those who will not.

### **1.3 Link to corporate objectives and plans**

In delivering the food and feed law enforcement service the Food and Health Protection section and Trading Standards section will continue to promote the corporate aims and objectives of the authority and sustain the reputation of the council. It also aims to contribute towards the wellbeing goals of the council as contained within the Council's Wellbeing Plan. In particular the service will be delivered in a manner that is sensitive to service users and citizens individual expectations.

A corporate performance management framework monitors performance of all services within the Council. Local performance indicators are reported on a quarterly basis.

Local and National Performance Indicators exist for these services (see Paragraph 3.1.4 below).

## **2.0 BACKGROUND**

### **2.1 Profile of Neath Port Talbot**

Neath Port Talbot County Borough Council is a Unitary Authority, situated in South Wales and is a recognised statutory Food Authority. The towns of Neath, Port Talbot and Pontardawe are the largest settlements in the Borough. A number of other villages and settlements are dispersed throughout the remaining rural valley areas of the County Borough. The County Borough serves a population of approximately 139,800 (Census, 2011) and covers an area of 44,217 hectares. It is the seventh largest authority in terms of population in Wales. There are approximately 1666 food/feed premises within the County Borough (being circa 1422 food premises and circa 244 feed premises) in which food or drink and feed or drink is produced, manufactured, processed, stored or sold. (See section 3.1 for further details on type of premises etc.).

### **2.2 Organisational Structure**

The Charts attached as appendices A, B and C illustrate the organisational Structures of the Sections.

The functions of Environmental Health and Trading Standards sit within the responsibility of the Head of Planning & Public Protection service in the Directorate of Environment.

In February 2016, Environmental Health and Trading Standards services were transferred to the Environment Directorate, this followed an earlier restructure in September 2013.

The day to day service delivery of the Food & Feed Services are overseen by the Team Leader- Food & Health Protection, and the Team Leader- Trading Standards & Animal Health respectively.

External services are provided to the section by:

- Public Health Wales (formerly the Public Health Laboratory Service, PHLS) at West Wales General Hospital, Carmarthen– for food examination (Microbiological).
- Public Analysts (Minton, Treharne & Davies Ltd and Public Analyst Scientific Services Limited) – for food & feed analysis (Non-microbiological).
- Occasional use of contracted workers (contractors / locum officers) to cover maternity and other staffing shortfalls, or emergencies.
- Food Standards Agency - for guidance and partnership working opportunities.
- Citizens Advice Consumer Service - referrals of food and feed complaints.

### **2.3 Scope of the Food & Feed Law Enforcement Service**

The Food Hygiene service is delivered by officers of the Food Safety Section. The Food Standards and Feed functions are delivered by officers of the Trading Standards section.

These sections provide the major link between the authority (as regulator of all food & feed businesses) and businesses within the County Borough.

In addition to providing the food safety and standards functions, the service also undertakes work in the arenas of fair trading enforcement; occupational health, safety and welfare; investigation and control of communicable diseases; health promotion; product safety; weights & measures; animal welfare; consumer frauds; petroleum licensing enforcement and underage sales.

The work of the service in relation to food/feed involves applying numerous Acts and Regulations to approximately 1666 food/feed businesses within NPT, including:

- Intervention at business premises to ensure compliance with the relevant legislation in accordance with the authority's annual intervention / inspection programme.
- Providing advice and assistance to businesses to ensure both the protection of the

consumer and that trade, business and industry can compete on a fair and equitable basis.

- Sampling of a range of products sold on the open market with an emphasis on those produced within the County Borough in accordance with the annual sampling programme and policy (which includes food, animal feed and product safety).
- Health Promotion in relation to businesses and their employees.
- Investigating complaints of a criminal nature made by the public of items purchased and services received by them within the County Borough.
- Responding to food & feed alerts for food & feed produced or imported into the UK.
- Inspecting weighing and measuring equipment at commercial premises within the County Borough and providing a verification / certification service.
- Investigation of notifications of infectious diseases received by the Authority, including food poisoning to ascertain their cause, prevent their spread and if possible, prevent their recurrence.
- Assisting food businesses (particularly high risk premises) with the requirement for a documented Food Safety Management System (FSMS), based on HACCP principles (Hazard Analysis of Critical Control Points).
- Assisting feed businesses with the requirement for feed safety management systems, based on HACCP principles.
- Animal Health and Welfare enforcement, including inspection of welfare of livestock and animal movement documents.
- Providing Food Hygiene Ratings for businesses covered by the legislation.
- Investigating consumer fraud perpetrated by businesses within NPT and by businesses outside NPT, whose actions affect people and businesses within NPT.
- Working with partners in disseminating advice on combatting scams and educating consumers on the dangers of scams.

- Business advice, explaining their rights and obligations both criminally and civilly.

The sections primarily act in a proactive, intelligence led way, but also respond to complaints regarding businesses and issues affecting consumer purchases. This includes complaints of food hygiene, health and safety, fair trading, metrology etc., and also commercial complaints of pest infestation, drainage, waste accumulations, water sampling and inspections for licensing.

When necessary, Environmental Health Officer contractors and Trading Standards Officer contractors are used to cover long term sickness/maternity leave/vacant posts or project work funded by external sources.

The selection and use of external contractors will be a decision taken by the Environmental Health & Trading Standards Manager in consultation with the Head of Planning and Public Protection and will be subject to the following types of criteria:-

- That there is a direct need to ensure statutory duties are undertaken & relevant performance targets are met / outcomes realised.
- External contractors must meet the competency requirements of the Food Standards Agency Food Law Code of Practice (Wales) - General qualification and experience requirements, and
- The cost of the work can be met within existing authorised budgets and is in accordance with the Council procurement policies, or the cost of the work is being met externally (e.g. via the Food Standards Agency Wales).

## **2.4 Demands on the Food & Feed Service (Food Hygiene; Food Standards; Feed Standards)**

The tables in 3.1 show the current breakdown of the numbers and types of premises within the County Borough. There are currently circa 1422 food and 244 feed premises which are subject to food & feed controls trading within the County Borough, which includes approximately 1348 registered food premises.

There are 3 specialist feed manufacturers operating within the County Borough which require familiarity with the operation due to their technical nature. The inspection of these businesses require specific understanding, qualifications and competencies from the feed officers concerned.

Food Hygiene and Food Standards advice leaflets in various languages are available to those outlets which require them, additionally multi-language on-line resources are available, such as those in relation to good food hygiene practices, as part of the Food Standards Agency's initiative called "Safer Food, Better Business" (SFBB).

The Food Standards Agency has placed an emphasis on "interventions" at food & feed businesses rather than solely on full inspections. Full inspections / audits should be targeted on the businesses of highest risk, or for a specific reason (such as a complaint). Lower risk businesses will not necessarily be subject to a full programmed inspection, but will perhaps be dealt with by means of a focussed survey or as part of the food sampling programme.

The authority's food and feed enforcement activity is recorded on the Authority APP system. The annual returns and enforcement data that are to be submitted to the Food Standards Agency are exported from this system via the Local Authority Enforcement Monitoring System (LAEMS).

The service is mainly provided between the normal council office hours of 8.30am to 5.00pm Monday to Thursday and 8.30am to 4.30 pm Friday. Outside of normal office hours, emergency food safety issues are currently directed initially to a 24 hour emergency call out service and the officer on-call has access to senior food officers in an emergency. Increasingly, additional work (including programmed inspections) is conducted at times outside of normal office hours. This is in response to the need to deal effectively with businesses as we move more into a 24 hour economy, weekend and evening working is becoming increasingly common.

The correspondence address for Environmental Health & Trading Standards is Civic Centre, The Quays, Brunel Way, Baglan. SA11 2GG. The services can be contacted via telephone on 01639-685678.

In addition, the Council's website ([www.npt.gov.uk](http://www.npt.gov.uk)) is used to provide information about food safety services for consumers and business and also provides a direct email address for service requests i.e. [ehd@npt.gov.uk](mailto:ehd@npt.gov.uk) & [tsd@npt.gov.uk](mailto:tsd@npt.gov.uk) The service also uses Facebook (NptEnvHealth/TradingStandards) and Twitter (NPTEHTS) and other Social Media.

Further demands will be made on the service in 2017/18 due to:

- The Freedom of Information Act.
- The continuing impact (long term) on food safety of the Pennington Report following the public inquiry (2009) into the (fatal) South Wales E. coli outbreak (2005) and recommendations for enforcement.
- Sustaining collaboration on the operation of the Mandatory Food Hygiene Rating Scheme and Food Hygiene Rating (Wales) Regulations 2013 and to provide open feedback on the compliance levels achieved by individual businesses.
- The further development of alternative enforcement activities, resulting in a reduction of low risk inspections, but with increased and targeted, educational and promotional work.
- Continued promotion of the requirement for relevant Businesses to be operating to a documented Food Safety Management System, which is commensurate with their activities.
- The continued repercussions of the new Consumer Rights Act and The Powers of Entry Code of Practice, redefining how Trading Standards, operate and use their powers.
- The continued development of Trading Standards' intelligence led approach. Implementing the Intelligence Operating Model and deploying resources accordingly, identifying the areas of greatest need. Sharing intelligence related to food and feed with enforcement agency partners.
- The implications of the Simpson Review, and the subsequent Compact between Welsh Government and Local Authorities and the push for collaborative working and regionalisation of the services.
- Further development of cross boundary and regional work in the fields of food and feed, to ensure that resilience is built into service delivery.
- To continue to expand health promotion (e.g. food safety messages, nutrition, & smoking issues) into the daily delivery of the food service.
- The adoption and implementation of the Primary Authority System.
- Continuing to abide by the Framework Agreement and the Feed Law Code of Practice,



and the soon to be revised Food Law Code of Practice for Wales and accompanying Practice Guidance.

- Continued implementation of Feed (Hygiene & Enforcement) Regulations 2005 and EU regulation 1831/2003, until such time as replacement regulations are introduced following the exit from EU.
- Considering the national food and feed priorities set by the Food Standards Agency.
- Continue to advise consumers and traders on the Food Information Regulations 2013, which set out new requirements for food labeling, description and declaration of allergens.
- Identifying food businesses supplying “co-products” (i.e. former foodstuffs reprocessed as animal feed) and advising them of their obligations and responsibilities.
- Trading standards will continue to target nutrition issues relating to vulnerable sections of society and the food sold to the public sector.
- Tackling the areas identified as local priorities for food standards, including food allergens, food supplements (commonly sold over the internet) and adulteration and substitution of food.
- Closer working with internal local authority sections delivering food to service users (schools etc.), protecting the vulnerable, sharing information and ensuring best value for local authority services
- The continued development of the regional feed enforcement delivery model with Swansea Trading Standards as per the agreement with the Food Standards Agency.
- Continue to risk assess the unrated feed & food businesses within the county borough.
- Accommodating service delivery in line with the identified priorities relevant to the service, in-addition to NPT’s Forward Financial Plan (FFP).
- To continue to monitor for the presence of illicit and /or counterfeit foodstuffs that have been detected in other authorities, utilising and analysing intelligence received from the Regional Intelligence Analyst, Food Fraud Unit, local intelligence sources and partners.

- To develop procedures to minimise the duplication of efforts from both environmental health officers and trading standards officers when visiting food and feed premises.

## **2.5 Regulation Policy**

An enforcement policy for the Environmental Health and Trading Standards services has been formulated and approved by Members. Members have also adopted the provisions of the Enforcement Concordat and the Regulatory Enforcement and Sanctions Act 2008 which are reflected in the enforcement policy.

Officers employed in the section will seek to ensure owners of food & feed businesses comply with relevant food & feed legislation by means of:

- providing information and advice,
- raising awareness of the law and good practice associated with the legislation,
- providing education and training,
- taking enforcement action where necessary.

The type of enforcement action taken will depend on the circumstances and the merits of each case. Officers will follow the guidance contained in relevant Food Law Code of Practice, Practice Guidance, the Primary Authority scheme etc. and the relevant internal policies.

In performing its enforcement function the authority will continue to strive to ensure that the overall objective of protecting the health, safety and economic well-being of residents and visitors within the County Borough is met.

## **3.0 SERVICE DELIVERY**

### **3.1 Interventions at Food and Feeding stuffs establishments**

#### **3.1.1 Intervention Policy**

The Food Law Code of Practice (Wales) has introduced the concept of 'a suite of interventions' as a key to improving compliance with food law by food business operators. The range of possible interventions allows officers to use their professional judgment to apply a proportionate level of regulatory and enforcement activities to each food business. Interventions will be applied in a risk-based manner such that more intensive regulation is directed at those food businesses that present the greatest risk to public health.

Interventions are split into 2 categories- those that are recognised by the European Union as 'official controls', and those that are not. Interventions that are official controls include:- inspections; monitoring; surveillance; verification; audit; and sampling (where the analysis is to be carried out by an official laboratory). Other interventions which do not constitute official controls include:- education, advice & coaching provided at a food establishment; and information & intelligence gathering.

The authority will continue to implement a planned programme for food hygiene and food standards interventions and feed inspections at premises within the County Borough. A degree of flexibility will be factored in to allow important issues to be adequately addressed, especially where enforcement action becomes necessary to protect public health.

#### Food Hygiene

The intervention programme is based on the intervention rating scheme contained in Annex 5 of the Food Law Code of Practice, which means that, dependent on risk, premises should be inspected or subject to a suitable intervention within a range of 6 months to 3 years. In addition, approved product premises require increased intervention frequencies whilst certain low risk premises may at the discretion of the authority be subject to an alternative enforcement regime.

Food Hygiene Interventions will be undertaken in accordance with the guiding themes contained within the Food Hygiene Interventions Procedure, the relevant legislation, Food Law Code of Practice and Practice Guidance and the Industry Guides. Officers will carry out food hygiene interventions to ensure that food meets the requirements of food hygiene and safety law, including microbiological quality; absence of pathogenic micro-organisms; and safety for consumption.

During interventions, competent officers will carry out statutory duties under the relevant legislation, provide advice and information to personnel within food premises and undertake any necessary follow up visits and take formal action where necessary. Particular emphasis will be given to assessing and advising food businesses on the requirement of a documented food safety management system and food hygiene training.

Table 1 (a) below, illustrates the number of programmed interventions programmed going forward, based on their Risk Rated category (Highest Risk premises:- category A premises = 2 interventions per year; category B premises = 1 intervention per year; category C premises = 1 intervention at least 18 monthly. Lowest risk premises:- category D premises = 1 intervention every 2 years; category E premises should be inspected every 3 years or can be subject to an Alternative Enforcement intervention in lieu of inspection). New premises are classed as unrated initially until formally inspected (prior to opening / within 28 days of opening).

Table 1(a) Planned Food Hygiene Interventions due 2017/18 (as at 1<sup>st</sup> April 2017)

RISK CATEGORY	NUMBER OF PREMISES CARRIED FORWARD	(NUMBER OF PREMISES IN CATEGORY 2017/18)	NUMBER OF NEW INTERVENTIONS DUE / PLANNED 2017/18	TOTAL NUMBER DUE / PLANNED 2017/18	ESTIMATE NUMBER DUE / PLANNED 2018/19
<b>High Risk:-</b>					
<b>A</b>	<b>0</b>	(5)	<b>10</b>	<b>10</b>	<i><b>e.10</b></i>
<b>B</b>	<b>0</b>	(64)	<b>64</b>	<b>64</b>	<i><b>e.64</b></i>
<b>C</b>	<b>0</b>	(483)	<b>305</b>	<b>305</b>	<i><b>e.330</b></i>

Unrated	<b>7</b>	---	---	<b>7</b>	---
Approved Premises	<b>0</b>	(1)	3	<b>3</b>	---
<b>Total</b>	---	---	---	<b>389</b>	<b>e.405</b>
ESTIMATE: New Businesses	---	---	---	<b>Circa e.120 – 150</b>	<b>Circa e.120-150</b>
ESTIMATE:No of premises likely to Cease Trading				Circa e.120 – 150	Circa e.120-150
Low Risk:-					
D	29	(183)	56	<b>[85]*</b>	<b>e.75</b>
E	287	(578)	100	<b>[387]**</b>	<b>e.114</b>

- \*In accordance with the Framework Agreement and frequencies set in the Food & Feed Law Code of Practice, Category D premises should receive an intervention every 2 years. Such interventions can alternate between an intervention that is an official control and an intervention that is not an official control. However, where resources are capped, the priority will remain with the Higher Risk categories.

- \*\* In accordance with the Framework Agreement and frequencies set in the Food & Feed Law Code of Practice, Category E premises should be subject to an intervention every 3 years, which could be part of an Alternative Enforcement Strategy. However, where resources are capped, the priority will remain with the Higher Risk categories.

In addition to the planned interventions above, any newly opened / change of ownership of food premises will be targeted for inspection / an intervention. In 2016/17, there were 218 requests for advice in relation to food premises registration and new food businesses, and a similar figure is estimated for 2017/18.

It is estimated that in addition to the planned primary inspections/interventions to be undertaken, a further 150 food hygiene “revisits” will also be carried out. This detailed involvement with Food Business Operators and their staff is an ideal opportunity to progress Best Practice standards and promote health and well-being in the wider context, as well as ensuring improvements are made.

As a result of the Mandatory Food Hygiene Rating Scheme, we now issue eligible premises with a Hygiene Rating score, and publicise this on the national website: [www.food.gov/ratings](http://www.food.gov/ratings) . As part of the scheme, businesses who initially fail to meet the highest standard (Score of 5), but who subsequently implement improvements are entitled to apply for a re-assessment visit. This has caused an increase in demand for resources to undertake these re-inspections, but due to the importance of implementing the scheme and the need to support businesses going forward, we will prioritise this work area.

#### Food Standards & Feed Standards

The inspection / intervention programmes are based on the inspection rating scheme contained in Annex 5 of the Food Law Code of Practice and the Feed Law Code of Practice, which means that, dependent on risk, all premises will be scheduled for an inspection or intervention within a range of 12 months to 5 years. Certain low risk premises may, at the discretion of the authority, be inspected via an alternative enforcement regime.

An alternative enforcement strategy has been in place for Low risk rated (Category C) Food Standards premises since 2006. Following the Food Standards Agency Audit, many more businesses that had been deemed “outside” the inspection programme have been redesignated as Unrated and brought back into the inspection programme. Consequently during 2017/18 a new initiative will be embarked upon in conjunction with officers of the Food Hygiene team, who will combine assessment of key food standards issues during their routine assessments of C rated or likely to be C rated food businesses, for food hygiene purposes.

Feed Standards premises are subject to primary or secondary inspections.

A primary inspection is an inspection of a feed business in which the appropriate elements set out in the relevant inspection form for the business concerned are considered.

Authorised officers may, however, use their professional judgment and decide to cover only certain elements where they consider it appropriate to do so.

A secondary inspection is any other visit to a feed business that is not a primary inspection, for any purpose connected with the enforcement of feed law, including:

- Sampling visits
- Visits to check on the progress of measures required after a previous inspection
- Complaints visits
- Visits to discuss aspects of feed safety management procedures based on HACCP principles.

Officers undertaking food and feed standards inspections will ensure that the food or feed business is meeting the legal requirements relating to quality, description, composition, labelling, presentation and advertising of food and of materials or articles in contact with food. Animal health officers have the responsibility of inspecting the feed hygiene systems on farms, this is carried out as part of their routine animal health inspection.

During inspections / interventions competent officers will carry out statutory duties under the relevant legislation, provide advice and information to personnel within food premises and take formal action where necessary.

Table 1(b) Planned Food Standards Interventions due 2017/18 and estimated for 2018/19:-

<b>CATEGORY</b>	<b>(TOTAL NO. OF PREMISES IN CATEGORY 2017/18)</b>	<b>NO. OF PREMISES CARRIED FORWARD</b>	<b>NO. OF NEW INTERVENTIONS DUE / PLANNED 2017/18</b>	<b>TOTAL NUMBER DUE / PLANNED 2017/18</b>	<b>ESTIMATED NUMBER OF REVISITS 2017/18</b>	<b>ESTIMATED NUMBER DUE / PLANNED 2018/19</b>
<b>A</b>	<b>(11)</b>	<b>0</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>10</b>

<b>B</b>	(259)	58	51	<b>109*</b>	<b>12</b>	<b>125</b>
<b>C</b>	(665)	411	57	<b>468**</b>	<b>5</b>	<b>133</b>
<b>UNRATED</b>	(409)	409	0	<b>409</b>	<b>10</b>	<b>0</b>
<b>OUTSIDE</b>	(96)	0	0	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	(1440)	878	119	<b>997</b>	<b>32</b>	<b>268</b>

\* In accordance with the Framework Agreement and frequencies set in the Food & Feed Law Code of Practice, Category B premises should receive an intervention every 2 years. Such interventions can alternate between an intervention that is an official control and an intervention that is not an official control. However, where resources are capped, the priority will remain with category “A” businesses and unrated.

\*\* In accordance with the Framework Agreement and frequencies set in the Food & Feed Law Code of Practice, Category C premises should be subject to an intervention every 5 years, which could be part of an Alternative Enforcement Strategy. However, where resources are capped, the priority will remain with the higher and unrated risk categories.



Table 1(c) Planned Feed Standards Interventions due 2017/18 and estimated for 2018/19: Feed is now co-ordinated on a regional basis. Locally Neath Port Talbot has been paired with Swansea as a region. The Food Standards Agency dictate the level of funding, and direction and inspection and sampling programme. The table below outlines the inspection programme for Swansea and Neath Port Talbot for the forthcoming year.

<b>Type of Business</b>	<b>Profiled Inspections</b>
Manufacturer	0
Co Product Producer	0
Mobile Mixer	0
Importers	0
Stores	1
Distributor	0
Transporter	0
On Farm Mixer - R10	3
On Farm Mixer - R11	2
Supplier of Surplus Food - R07	7
<b>Pet Food Manufacturers</b>	1
<b>Total Inspections Inland Feed</b>	14
<b>PRIMARY PRODUCTION</b>	<b>Profiled Inspections</b>
Livestock Farms - R13	79
Arable Farms - R14	5
Total Inspections At Primary Production	84
<b>TOTAL INSPECTIONS</b>	98

### 3.1.2 Premises Profile

The authority currently has circa 1422 food premises and approximately 245 feed businesses (mainly farms) trading in the borough (of which circa 1348 food businesses are registered by NPTCBC, the remainder are registered elsewhere, but can trade with NPT). There are many in-year changes to the number and type of premises which are active at any one time. The majority of the premises are situated in and around the main towns of Neath and Port Talbot. Additionally, there are several industrial estates containing food premises, which include a number of food storage/distribution units (see Appendix D for numbers of premises by Ward area).

The following tables illustrates the type and number of food & feed premises within the authority. There has been a significant increase in the number of feed premises as more have been detected, all premises that supply feed that is given to animals that go into the food chain are caught by the legislation.

Table 2a: Types of premises: 2014- onwards.

TYPE OF PREMISES (FOOD)	NO. OF PREMISES (2014/15)	NO. OF PREMISES (2015/16)	NO. OF PREMISES (2016/17)	NO. OF PREMISES (2017/18)
Primary Producer [F01]	4	2	1	<b>1</b>
Manufacturer / Packer [F02]	20	23	24	<b>23</b>
Importers / Exporters (EU) [F03]	0	0	0	<b>0</b>
Distributor / Transporter [F04]	17	19	15	<b>15</b>
Supermarket/Hypermarket [F05]	46	47	42	<b>23</b>
Small Retailer [F06]	250	247	243	<b>232</b>
Retailer / Other [F07]	48	52	53	<b>71</b>
Restaurant/Café/Canteen [F08]	182	186	192	<b>189</b>
Hotel/Guest House [F09]	17	19	18	<b>22</b>

Pub/Club [F10]	217	215	203	<b>209</b>
Takeaway [F11]	139	146	147	<b>145</b>
Caring Premises [F12]	210	217	211	<b>217</b>
School/College [F13]	101	101	95	<b>96</b>
Mobile Food Unit [F14]	45	52	55	<b>52</b>
Restaurants & Caterers – Other [F15]	113	118	132	<b>123</b>
Importers/Exporters (3 <sup>rd</sup> Countries) [F16]	0	2	2	<b>2</b>
<b>TOTAL NO. OF PREMISES</b>	<b>1409</b>	<b>1446</b>	<b>1433</b>	<b>1420</b>

Ongoing feed work has allowed the department to improve its record keeping. This, along with deregistration of some businesses accounts for the large drop in registered feed premises.

	<b>Animal Feed Revised Coding (from 2016/17).</b>	No. of PREMISES (2016/17)	No. of PREMISES (2017/18)
A	Manufacturer Using / containing additives	2	<b>2</b>
B	Manufacturer Not Using Additives	3	<b>3</b>
D	On Farm Mixer Using Additives	1	<b>1</b>
E	Store - In Region Distribution	3	<b>4</b>
I	Importer - Out Of Region Distribution	1	<b>2</b>
J	Surplus Food Supplier	12	<b>8</b>
P	Co Product Producer - In Region	2	<b>0</b>
S	Livestock Farm	275	<b>210</b>
T	Arable farm	17	<b>10</b>
U	Any Other Business	1	<b>0</b>
X	Not Known	1	<b>1</b>
	<b>Total Number of Premises:</b>	<b>318</b>	<b>241</b>

### 3.1.3 Resources For Inspections / Interventions

#### Food Hygiene

The Environmental Health & Trading Standard service was restructured in April 2016 resulting in a team based on 1.0 Team Leader; 0.8 Senior EHO; 5.03 EHO's; 1.85 Enforcement Officers; 1.0 Enforcement Officer (currently Training), and 0.33 Support Officer. This equates to approx. 10.0 FTE (Full Time Equivalents)- see breakdown in table below for fuller details. It is estimated that the required resource to deliver all aspects of the Framework Agreement and Code of Practice is 12.0 FTE. In 2017, additional funding (approx. 0.216 FTE) has been secured to strengthen the food hygiene team. It is anticipated that the current combined staffing level is sufficient to carry out most of the prioritised areas of work, including the foreseeable (planned) inspection programme at High Risk premises. However, temporary staff and locums/contractors have also been utilised in previous years to support the service, when additional resources have been needed. Some flexibility is maintained from the cross-utilisation of staff from and to other parts of the service (see Chapter 4 on Resources for fuller details on the current staffing structure). One member of the team is currently training towards their Higher Certificate in Food Safety and Legislation qualification.

#### Food Hygiene Resources- Required and Allocated.

	Estimate of Required Resources	Allocated	Relative priority assigned
Food hygiene inspections: Cat A-C	3.8	3.8	High / Medium-high
Food hygiene inspections: Cat D	0.6	0.0	Medium-low
Food hygiene inspections: Cat E	0.4	0.0	Low
Food hygiene Complaints	1.3	1.2	High / Medium-high
Food hygiene Sampling	0.2	0.2	Medium
FH New Businesses &	1.9	1.5	Medium-high

Compulsory Registrations			
FH Advice & Promotional work	0.3	0.3	Medium / Medium-low
FH Revisits	0.6	0.6	Medium-high
FH Rating Scheme Re-Rating visits	0.2	0.2	High
FH Rating Scheme enforcement	0.1	0.0	Resources diverted when required.
FH Prosecutions	0.1	0.0	Resources diverted when required.
Food Fraud investigations and surveillance	0.1	0.0	Resources diverted when required.
Food hygiene Unrated inspections & work carried forward.	0.2	0.1	Medium
Food Related Infectious Disease control, inc. food poisoning cases & outbreaks	1.0	1.0	High
Food hygiene Approved Premises	0.1	0.1	High
FH Import & Export; & Novel foods	None at present	0.0	Resources diverted when required.
FH Service Improvement (Monitoring, Planning, Reviews, Policies, Consultations)	0.8	0.7	High / Medium-high
Food hygiene safety alerts	0.1	0.1	Medium
Other Food hygiene work	0.2	0.2	Resources diverted when required.
<b>TOTALS (in FTE's):</b>	<b>12.0</b>	<b>10.0</b>	
<b>2017: Additional 0.216 FTE to fund audit findings</b>		<b>10.216</b>	

## Food Standards and Feeding stuffs

The Retail and Industrial enforcement section of trading standards includes consists of 1.2 Trading Standards Officers and 2 Enforcement Officers food qualified officers who conduct food inspections/ interventions as a core part of their work alongside other duties. One enforcement officer is currently studying for her food qualification which should be completed in January 2018. This officer is currently utilised for unofficial control work. All feed enforcement officers are HACCP trained. The 2 trading standards officers and additional enforcement officers have non primary producer/farm inspection duties. Inspection of feed on farms is the responsibility of another enforcement officer and the assistant enforcement officer. All officers are suitably qualified and deemed competent, and carry out the assessments on an annual basis. The proportion of time spent by each officer on the feed and food function can be found in part 4 (Resources) of this document.

<b>Food Standards Function</b>	<b>Estimate of Required Resources</b>	<b>Allocated</b>
Food Standards Interventions	2.1	1.0
Food Standards Complaints	0.3	0.2
Food Standards Home Authority / Primary Authority	0.3	0.2
Food Standards Business Advice	0.3	0.2
Food Standards Sampling / Incidents	0.2	0.2
Food Hygiene Primary Production Inspections	0.1	0.1
Liaison & Promotion	0.1	0.1
Food & Feed safety alerts	0.2	0.2
<b>Sub-Total</b>	<b>3.6</b>	<b>2.2</b>
<b><i>Estimation of additional resource required to recover Backlog of Food Standards Work (short term: 2 years approx.)</i></b>	<b>2.1</b>	<b>0.0</b>

Currently the department devotes 2.2 Full Time Equivalent officers to food standards enforcement work.

At current intervention rates, to achieve inspections targets as per the code of practice (that is, inspection of A, B, C rated and Unrated businesses) and taking into account complaints and sampling work, the department would need to increase the number of full time equivalent qualified and competent officers to approximately 5.7 to overcome the backlog, particularly unrated businesses, in a reasonable period of time (estimated as two years).

Currently, unrated businesses are subject to a postal or e-mailed self-assessment questionnaire. Using the responses and the information gathered from the food registration documentation, businesses are prioritised. For example an unrated food manufacturer will be visited before an unrated retailer selling prepacked, long life, food. Additionally, the Food & Health Protection section and the Trading Standards section are combining unrated and new business contact work to avoid duplication, and as mentioned earlier in this document the Food & Health Protection team will be inspecting certain “C” rated or likely to be “C” rated food standards rated businesses. This will allow Trading Standards to focus on the higher risk food standards businesses.

To then maintain the inspection rate the department would need to maintain 3.6 FTE food officers.

Feed work provisions are now arranged regionally and funded directly by the Food Standards Agency.

#### **3.1.4 Targets and Priorities for 2017/18 (including any planned projects)**

##### Food Hygiene:

1. To ensure a high level of Business compliance with Food Hygiene legislation. This is illustrated by the percentage of food businesses which are classed as “Broadly Compliant” when assessed against the definition provided by the National PI / Public Accountability Measure (PAM): PPN/009 “The percentage of food establishments

which are 'broadly compliant' with food hygiene standards";

2. To undertake a suitable variety of Regulatory Interventions to promote good health and ensure legal compliance to avoid dangerous health risks. This will include the issuing and administration of the Mandatory Food Hygiene Rating Scheme which was introduced on 28<sup>th</sup> November 2013;
3. To undertake inspections / interventions at high risk premises for food hygiene. (See tables 1(a) and (b) for number of inspections due). [This was formerly a National PI: PPN/001 (ii); until deleted after 2010/11. It is currently monitored as a Background PI & remains a Council KPI]. This PI is based on the inspection of 100% of Category A premises; and 100% of Category B premises. With respect of Category C premises, interventions will be part of a risk based strategy.
4. To inspect or otherwise assess new businesses for compliance with legal standards, whilst being aware of the likely needs of new businesses to require timely advice, tailored to their undertaking at the planning and "startup" stages. [This was formerly a National PI: PPN/008; until deleted after 2010-2011. It is currently monitored as a Background PI & remains a Council KPI].
5. To respond to infectious disease incidents, complaints and enquiries within the target response time laid down by the Authority.
6. To promote the improved understanding and implementation of food safety management systems for food businesses in the County Borough.
7. In 2017/18, to develop a cross-discipline approach to undertake certain combined food hygiene and food standards assessments, following appropriate training and up-skilling of staff.

#### Food Standards and Feeding stuffs

1. To undertake a suitable level and variety of Regulatory interventions to promote food and feed safety from farm to fork and to ensure legal compliance and promote fair competition and trading.
2. To achieve 100% of inspections/interventions of "A" rated premises for food standards & feed purposes



3. To inspect or otherwise assess unrated businesses for compliance with legal standards.
4. To assess businesses for compliance with basic legal standards, to ensure that significant breaches are acted upon and proper controls are evenly applied to all businesses in a fair and equitable manner. [This was formerly a National PI: PPN/007, until deleted after 2010/11. It is currently monitored as a Background PI & remains a Council KPI].
5. To complete the annual food sampling plan, including the cross border regional projects it has embarked upon.
6. To complete the regional feed delivery plan
7. To continue to implement the Intelligence Operating model across the service.
8. To maintain competency and training for all relevant staff.
9. In 2017/18, to continue to support and develop the cross-discipline approach to undertake certain combined food hygiene and food standards assessments, following appropriate training and up-skilling of staff of officers from both teams.

### **3.1.5 Possible Restrictions on Providing Service**

Staffing levels remain tight, and are already prioritised on key areas of work. Extended periods of staff absence can cause acute staffing problems, however this issue is constantly monitored. Due to the wide variety of other work undertaken by these officers, they will need to maintain their competencies in a variety of disciplines to remain flexible and of optimum value when emergencies occur.

The section has had little turnover of food and feed qualified personnel in the last two years. However there is continuous pressure within the council generally to cut staff resources as far as possible.

The section has a wide remit and food and feed standards work is a high priority. Occasionally, projects and targets need to be re-assessed to focus on the areas of greatest need. Restructures and conflicting demands on the department have meant new staff have

been drafted in to work on areas that they are not familiar with. In the past the department has needed to utilise the services of locums/contractors to cover the short term deficits, however, this is an option that has become less available to the service, due to tightening budgetary constraints. To overcome this the department is focussing on the areas which require most attention and making use of the intelligence led approach advocated by National Trading Standards and have implemented the Intelligence Operating Model for Trading Standards

### **3.1.6 Experience of Officers and Access to Expert Information When Necessary**

All relevant officers within the Section are appropriately qualified and experienced to deal with routine and many unusual matters associated with all current types of food & feed premises within the area.

Additional training will be given to staff as and when considered necessary, e.g. if a new business sets up and has a specialised process of which staff have not had previous experience.

Staff also have access to relevant environmental health and trading standards literature, the Internet, Technical Indexes, Police National Legal Database, Knowledge Hub etc. They also have access to representatives of coordinating groups and panels specialising in food and feed enforcement and the authority's public analyst.

Staff can quickly liaise with other authorities via emails, using the EHC-net (Environmental Health Confidential Network), TS Link (Trading Standards Interlink system) the Knowledge Hub the Trading Standards Regional Intelligence Analyst intelligence database and Local Intelligence Officer network. Where additional expertise is required the Head of Service will be briefed and a suitable response will be formulated. Where appropriate, assistance from the Food Standards Agency and other partners/colleagues may also be sought.

Trading Standards has representation on the Glamorgan regional coordinating groups for food standards. The section participates in surveys and exercises held under the auspices of the Glamorgan Group, the Welsh Heads of Trading Standards (WHOTS) and the Food Standards Agency. Swansea Trading Standards represent Neath Port Talbot's interests in regional feed coordination. Regular communication takes place between the two authorities on feed issues and delivery of feed enforcement across the Swansea / Neath Port Talbot region.

The sections work closely and liaise with the Public Health Laboratory, Public Health team of the NPHS, and the Public Analysts when expertise is required. The Authority's public analyst service is consulted during the drafting of the sampling programme for sampling subjects, costs and sampling techniques.

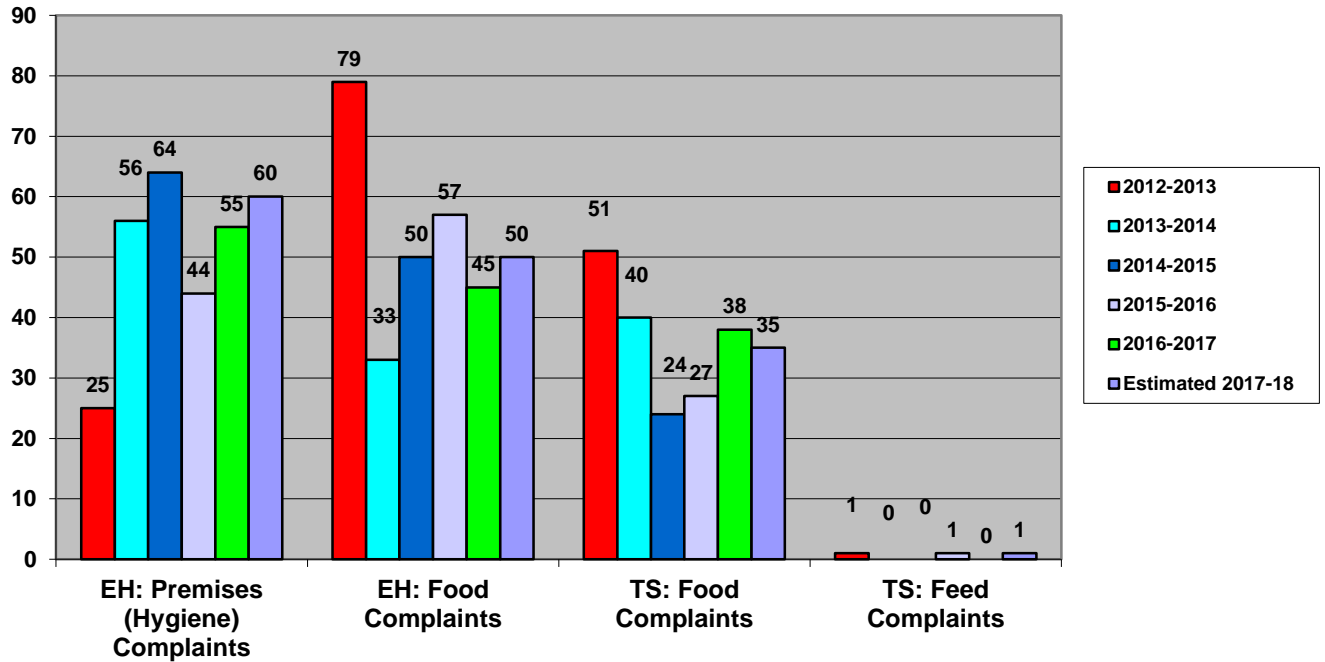
### **3.2 Food and Feeding stuff Complaints**

The authority will continue to ensure that all notified complaints in relation to food and feeding stuffs are suitably investigated and dealt with promptly and consistently. Environmental Health & Trading Standards follow their internal procedures in relation to food and feed complaints, in addition to the food safety policy and internal performance targets.

The following graph shows the actual number of complaints received for 2012/2013 through to 2016/2017, with an estimate for 2017/2018.

Table 3: Food Complaints

## Food & Feed Complaints



The reactive workload is equivalent to approximately 1.5 FTE- based on 1.2 FTE for food hygiene and 0.3 FTE for food standards and feeding stuffs.

The demands placed on this Reactive service are periodically reviewed, to ensure that resources for investigating food complaints are targeted on a risk basis. The available resources will need to be focused on significant food safety risks, to ensure the widest possible protection of public health. As a consequence, certain categories of service request may need to receive a much more streamlined response.

### 3.3 Primary Authority Scheme & Home Authority Principle

The authority will continue to provide advice and assistance to food businesses for which we are home authority and/or originating authority and to any that may set up their decision making centre within the authority. The Trading Standards department is in the early stages of establishing a non-food primary authority relationship, with a commitment to initiate other partnerships, including food and feed. We will provide any relevant information to other food authorities that make enquiries about such businesses.

The Primary Authority scheme requires UK enforcement authorities to be mindful of national inspection plans organised with multi-site businesses, to ensure consistency of approach on a nationally coordinated basis (See also our Enforcement Policy and Primary Authority Policy). Any potential enforcement action would similarly need to be coordinated with the Primary Authority of the business involved. Details of the scheme and participating partners are maintained by the Governments' Regulatory Delivery department. A national / regional / multi-site business can establish a primary authority relationship with any appropriate local authority for a specific function (Food Hygiene, Food Standards etc.)

Where a product has been produced or manufactured in another part of the UK, liaison is instigated with the relevant local authority / authorities under the Home Authority principle. Essentially an investigating Authority's first point of contact will be the enforcement authority for food or feed that is local to the business being investigated. Increasingly, food is imported from Countries within the European Community and other parts of the world. Where infringements are detected, investigations are coordinated through the Food Standards Agency and relevant border inspection points / ports.

### **3.4 Advice to Businesses**

The authority will continue to provide relevant advice and assistance to existing and prospective businesses within the area. In 2016/2017, 6 food standards requests for advice and 108 food hygiene enquiries were received, requiring advice on various food matters.- The levels of food standards enquiries has dropped this year, this can be attributed to the introduction of the new allergen legislation last year, which saw requests for advice increase considerably. This year's figure is more typical of levels of requests for advice. It is estimated a similar number of enquiries will be received in 2017/18. The service is currently delivered free of charge but the council is considered delivering this service as a fee paying service in future to ensure that costs are recovered.

Advice is provided to businesses in the following ways.

1. During inspections and as part of follow up documentation;
2. Via mail drops e.g. food alerts, information leaflets/letters,
3. Startup advice on request;
4. New business questionnaires
5. Via social media (i.e. Facebook / Twitter)
6. Through guidance information available on the Council's website
7. Distribution of relevant food safety material to food businesses;
8. Seminars for businesses and training/awareness events;
9. Press releases and media campaigns

The existing resources within the department should be able to meet the estimated number of enquiries.

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

The Authority believes that sampling is integral to food and feed law enforcement. The sampling policy has been drafted for the following purposes:

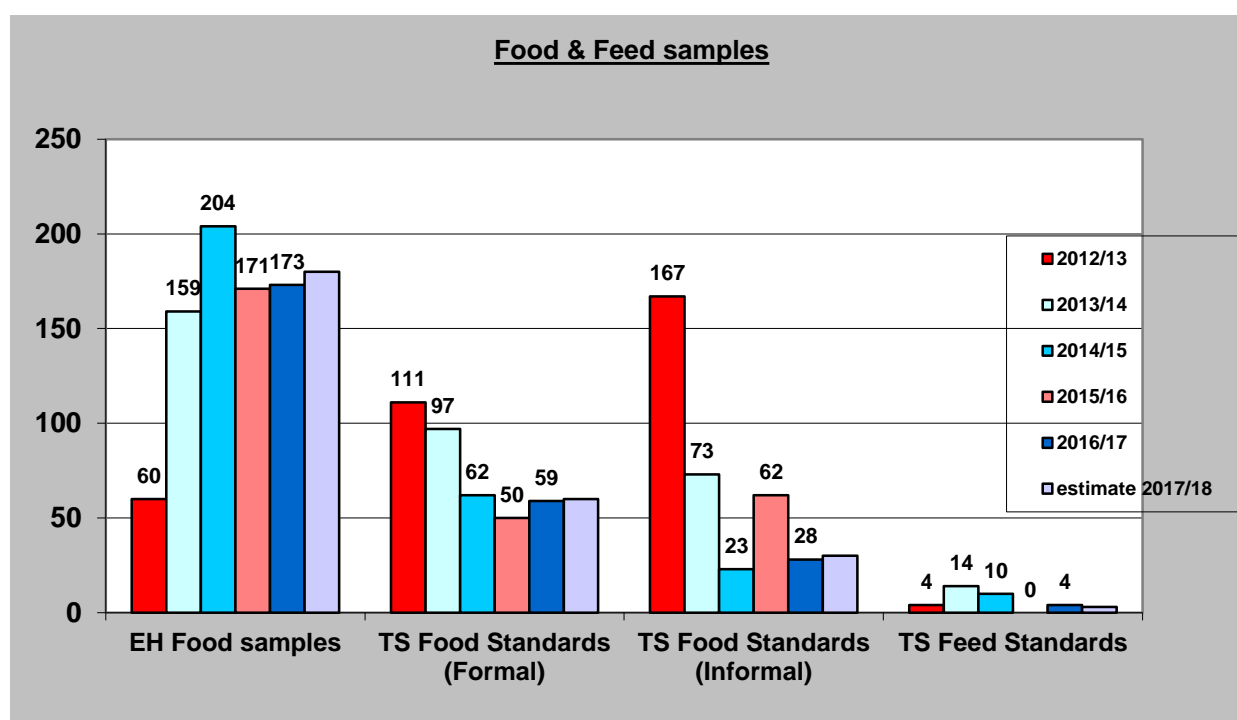
- Protecting public health
- Detecting and deterring fraudulent activities
- Verifying that official control checks are effective
- Giving customer's sufficient information to make informed choices
- Ensuring that food standards are maintained
- Informing the enforcement approach
- Providing product quality advice to the producer
- Promoting fair trade and deterring bad practice

Food sampling trends and intelligence are examined and inform the authority's food sampling plan. Priority areas for sampling are identified on the basis of safety, consumer or trade detriment, type of food or feed business and risk. Additionally, food samples can be taken as part of a programmed intervention if deemed appropriate or in connection with enforcement investigations.

The Authority is encouraged to participate in various co-ordinated sampling programmes such as the Welsh Food Microbiological Forum targeted surveys; the All Wales 'Shopping Basket' Food Sampling Survey; Welsh Head of Trading Standards Surveys; Glamorgan Trading Standards Group Surveys; public analysts co-ordinated surveys; Food Standards Agency surveys and the FSA food & feed priorities.

Following the implementation of regional food standards and feed enforcement across Wales, there are now regionally led food and feed sampling programmes directly funded by the FSA which Neath Port Talbot will be participating in. Other internal sampling programmes can be carried out as and when necessary and are incorporated into the annual plan of food sampling devised respectively by Environmental Health and Trading Standards. Food sampling has dropped considerably, as most of our current food work has been proactively advising businesses on the provisions of the new Food Information Regulations.

Table 4: Numbers of Samples taken.



Resource allocation:- approximately 3 days a month are spent by one officer (usually a Support Officer) sampling foods for microbiological analysis and undertaking the subsequent administration. Samples taken are submitted to either the local Microbiology testing laboratory (PHW- lab) or Public Analyst within 24 hours of sampling. A similar amount of time is spent by Trading Standards staff on sampling with samples submitted weekly to the Public Analyst.

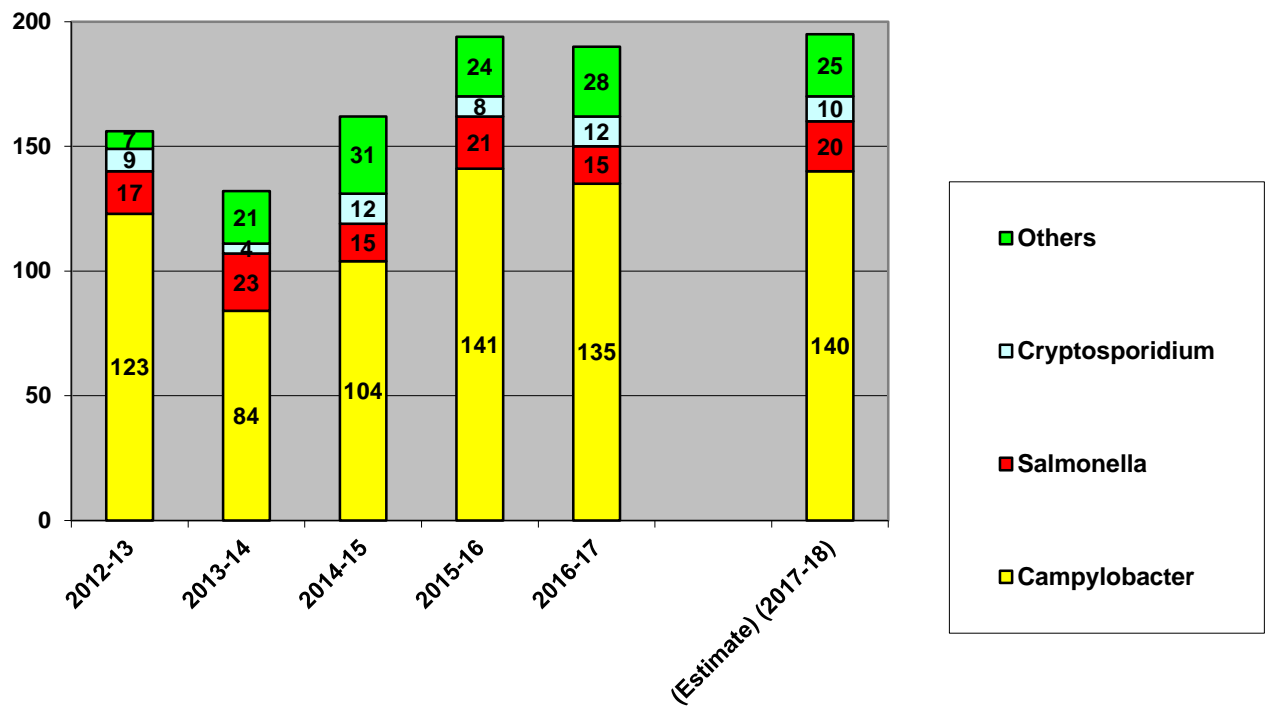
### **3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease**

All formal notifications (of all types of Infectious Disease notifications) are recorded in the Infectious Disease Register. Subsequent investigations are based on the type of organism, the number of cases, and are in accordance with the over-arching Communicable Disease Outbreak Control Plan for Wales (re-issued September 2012 by Chief Medical Officer-Wales). Additionally, there are various supporting infectious disease investigation procedures utilised locally by Neath Port Talbot. During 2016/17, we received 190 infectious disease notifications (135 of these were Campylobacter; 15 were of Salmonella; 12 were of Cryptosporidium; and 28 “others”). Periodically, we receive complaints from members of the public as self-referrals. These are often reported as suspected cases of food poisoning. Initially, advice is given for the case to report to their GP, but invariably these are followed up as service requests and investigated accordingly. They are also reported to the NPT Consultant in Communicable Disease Control. Workloads are consistently high in this area of work, and where Emergencies / Major Outbreaks occur, they are dealt with as top priority, with other work being re-scheduled.

The existing resources within the department will be able to cope with the estimated number of food poisoning cases, as each inspecting officer also deals with reactive work. This work forms part of the reactive workload which is estimated to be equivalent to approximately 1.5 FTE.



**Table 5: Graph to show Notifications of all Infectious Diseases, including Food-related**



### 3.7 Food & Feed Safety Incidents

The service has a documented procedure which deals with action to be taken following the receipt or initiation of a food alert.

The current Code of Practice requires the specific recording of actions taken following the receipt of a food or feed alert.

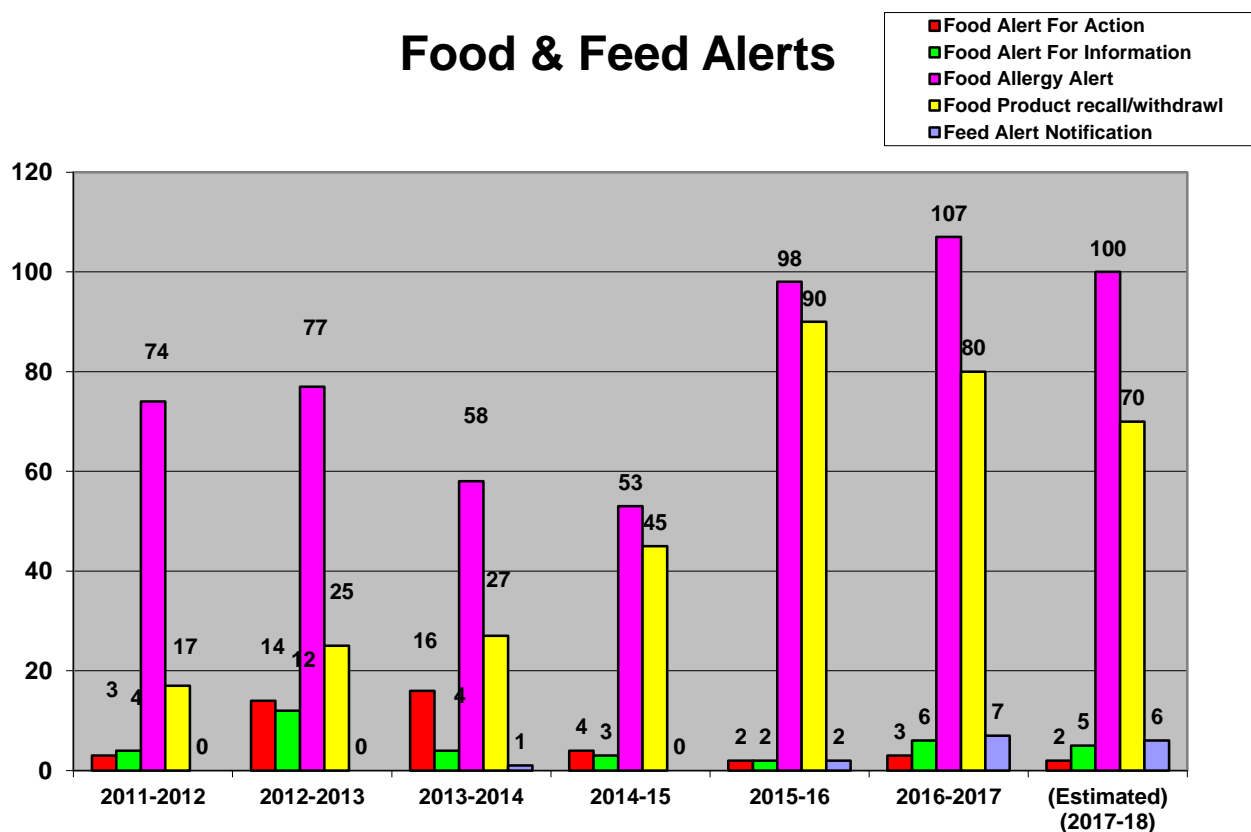
Alerts are received by a direct email from the Food Standards Agency Wales (FSA-W) to enforcement officers. The warning procedure for food incidents recognises that Alerts for Action (FAFA) are required to be dealt with quickly, and are treated as a very high priority-which often takes priority over other work of the sections. More often, Food Alerts for Information are issued. Most food alert warnings received require only a small amount of officer resource. However on occasions it will be necessary to provide more resources to deal with onerous alerts.

Businesses in the area will be encouraged to withdraw affected products from sale or supply. Initially requests will seek compliance through voluntary co-operation, however formal enforcement procedures exist to ensure an appropriate response. If a food complaint or related matter being investigated by an officer of this authority has possible widespread implications, the Food Standards Agency Wales and other relevant agencies will be contacted immediately via the applicable Food Incident report form/ mechanisms.

Any actions taken following receipt of a food alert are recorded on the 'Authority Public Protection' (APP) database system used by this authority.

During 2016/17, a total of 203 Food/Feed Alerts were received, of which 3 were classed as a FAFA (Food Alert- For Action); 6 alerts were classed as FAFI (Food Alert- For Information); 107 were classed as Food Allergy Alerts; and the department also received 80 Food Product Recall / Withdrawal Alerts. There were 7 Feed Alert Notifications. Recent numbers and trends are detailed in the graph below, and an estimate for 2017/18 is given.

Table 6: Food & feed alerts.



There is always a significant number of allergy alerts, however few of these require action on the part of the food authority. The existing resources within the department will be able to cope with the estimated number of food alerts / food incidents, as each inspecting officer also deals with reactive work. This work forms part of the reactive workload which is estimated to be equivalent to approximately 1.5 FTE.

### 3.8 Liaison with other Organisations

The authority has a number of arrangements to ensure enforcement action is consistent with neighbouring local authorities. Officers participate in a variety of external liaison groups, which are summarised below:

Table 7: Breakdown of resource allocation for liaison with other organisations.

GROUP	AVERAGE RESOURCE ALLOCATION	
TS Glamorgan Food Group	4 days per year	1 Officer
TS NPT/Swansea Feed Region	4 days per year	1 Officer
TS Glamorgan Group	4 days per year	1 Officer
WHoTS Animal Health and Welfare Panel	4 days per year	1 Officer
WHOTS Group	6 days per year	1 Officer
WHoEHG Food Safety (Task Group & Technical Panel)	4 days per year	1 Officer
WHoEHG Communicable		

Disease (Task Group & Technical Panel)	4 days per year	1 Officer
WWhoEHG: Environmental Health Group	4 days per year	1 Officer
Welsh Food Microbiological Forum	3 days per year	1 Officer
Meetings with CCDC	Estimate 2 days per year	1 Officer
Consultee to Building Control & Planning Department & Licensing Department.	Estimate 2 consultations per week	1 Officer
Regulatory Delivery	Estimate 2 days per year	2 Officers (HJ & LEW)
Welsh Food Fraud Coordination Unit	Estimate 2 days per year	2 Officers (HJ & LEW)
National Food Crime Unit	Estimate 2 days per year	2 Officers (HJ & LEW)
Ad hoc meetings with NPTCBC Education and Social Services Departments	4 days per year	1 Officer
<p>Key: WWhoTS = Welsh Heads of Trading Standards.</p> <p>WWhoEHG = Welsh Heads of Environmental Health Group</p> <p>CCDC = Consultant in Communicable Diseases</p> <p>APP = Authority Public Protection (computer database package)</p> <p>SHIP = Strategic Health Improvement Partnership</p>		

### **3.9 Food and Feed Safety and Standards Promotion / Intelligence Gathering**

Educational and promotional activities are considered to be important aspects in the delivery of a comprehensive food safety service.

Promotion of food safety issues is achieved in the following ways:

- Food information available directly from the Food Safety section & Trading Standards section of the Council and via their websites.
- Attending consumer education events, and disseminating information on the work of the department, including food and feed standards work.
- Liaison with NPTCBC Procurement and Care services in respect of food issues and specifications of food supplied to Neath Port Talbot.
- Targeted advice/information sent to relevant groups on issues of county or national significance.
- Active promotion of National Food Safety Week (e.g. through displays in the Local Shopping Centres, or through social media, or amongst local groups/communities).
- Arranging and conducting hand washing demonstrations in conjunction with local schools. Also, we facilitate presentations/talks to pupils of local educational establishments including schools, colleges, universities and voluntary groups, when requested.
- Targeted seminars and training sessions can be provided on subjects such as Food Safety Management System requirements- particularly aimed at high risk caterers, or high risk food sectors.
- Food hygiene courses can be offered by the service for external and internal candidates.
- Use of Local Intelligence Liaison Officer and Regional Intelligence Analyst (RIA)
- Attendance and membership of regional feed and food liaison groups.

The authority will continue to promote food safety and standards in all areas of its work. Most inspections are carried out pro-actively and include an element of the promotion of “best practices” by officers to ensure premises achieve good practices over and above the basic compliance of relevant legislation. Prospective business owners will be positively encouraged to seek the advice of the department before the food business opens to prevent possible food hygiene and standards contraventions from occurring.

Wherever possible, evaluation of the effectiveness of environmental health interventions is assessed- primarily by the use of feedback forms, including training course evaluation forms.

Part of the health promotion function, which deals with Businesses, is integrated within the food service delivery team. Although there is no specific staffing resource allocated to this function, the daily contacts which the Teams have with businesses are an important opportunity to positively influence the wider business community, their employed staff and customers.

Intelligence is served via the authorities APP/Flare database system. In addition, the Knowledge Hub (reference site), TSlint (reference site), FSSinet (food sampling system) Memex (All Wales Trading Standards intelligence database system) and EHC net provide means of informal data and intelligence sharing, whilst more formal means are provided by the Memex system, and via the authorities intelligence officer – who sits in the Trading Standards Fraud team, the Regional Intelligence Analyst funded by money administered by the National Trading Standards Board based in Newport and the Food Fraud Unit based in Ceredigion.

## 4.0 RESOURCES

### 4.1 Financial Allocation

The table below provides a summary of actual expenditure and income for the Food Service.

**Table 8: Budget Figures**

	Budget 2017/18 £
Revenue Budget	
Expenditure	
Staffing- Food Hygiene	411,603
Staffing- Infectious Disease	45,734
Staffing- Food Standards	92,812
Staffing- Animal Feeding Stuffs	31,544
Transport (TS)	8,795
Transport (EH)	5,680
Equipment (EH)	3,860
Legal Fees – Trading Standards	800
Sampling & Analysis – Food Hygiene	260

Sampling and Analysis – Trading Standards – Food & Feed only	1,500
Total Expenditure	602,588
Income	
Government Grant	0
Other Income	6,090
Total Income	6,090
Net Expenditure	596,498

#### 4.2 Staffing Allocation (estimates)

Food Hygiene: All EHO's currently in post have either the B.Sc. (Hons) degree, M.Sc. or Diploma in Environmental Health and are approved by EHRB (Environmental Health Registration Board). Two Enforcement Officers hold the Higher Certificate in Food Premises Inspection, and another is currently training. Table 9a below illustrates the FTE number of staff working on food hygiene law enforcement (food hygiene and associated matters) including support staff and their relevant competencies as per the Code of Practice.

**Table 9a - as at 1/4/2017 (expressed as FTE's- Full Time Equivalents)**

	EHORB (EHO)	EHORB (Higher Risk premises)	Non-EHORB (Support Staff)	Total
Team Leader (F&HP)	1.0			
Senior EHO (F&HP)	0.81 (+0.11*)			
EHO (F&HP)	5.03 (+0.11*)			



Enforcement Officer		1.86		
Enforcement Officer (Training)			1.0	
Support Officer			0.33 approx.	
<b>Total as at 2017-04-01 (plus * Temporary increase)</b>	<b>6.84 (+0.22 Temporary)</b>	<b>1.86</b>	<b>1.33 approx.</b>	<b>10.03 (+0.22*) = 10.25</b>
<i>Total as at 2016-04-01</i>	<i>6.84</i>	<i>1.86</i>	<i>1.33 approx.</i>	<i>10.03</i>
<i>Total as at 2015-04-01</i>	<i>5.2</i>	<i>1.0</i>	<i>3.9</i>	<i>10.1</i>
<i>Total as at 2014-04-01</i>	<i>5.1</i>	<i>1.0</i>	<i>3.0</i>	<i>9.1</i>

Food Standards & Feed Standards: The 2.0 Trading Standards Officers undertaking food standards work hold the Diploma in Trading Standards or one of its antecedents necessary to allow officers to undertake food & feed standards inspections One enforcement officer holds the Diploma in Consumer Affairs (DCA) together with the Food and Agricultural Standards paper, and another Enforcement Officer holds the Diploma in Consumer and Trading Standards (DCATS) Food qualification (See Table 6b).

**Table 9b - as at 1/4/2017**

<b>Food Standards</b>	DTS	DCA	DCATS Qualified	(Unqualified)	Total
TS Team Leader	0.2				0.2
TSO	1.0				1.0
Enforcement Officer		0.4	0.4		0.8
Assistant Enforcement				0.1	0.1

Officer					
Admin				0.1	0.1
<b>Total as at 2017-04-01</b>	<b>1.2</b>	<b>0.4</b>	<b>0.4</b>	<b>0.2</b>	<b>2.2</b>
<i>Total as at 2016-04-01</i>	<i>1.2</i>	<i>0.4</i>	<i>0.4</i>	<i>0.2</i>	<i>2.2</i>
<i>Total as at 2015-04-01</i>	<i>1.5</i>	<i>0.3</i>	<i>0.3</i>	<i>0.8</i>	<i>2.9</i>
<i>Total as at 2014-04-01</i>	<i>1.5</i>	<i>0.3</i>	<i>0.3</i>	<i>0.8</i>	<i>2.9</i>
<i>Total as at 2013-04-01</i>	<i>1.2</i>	<i>0.3</i>	<i>0.3</i>	<i>0.8</i>	<i>2.9</i>
<b>Feed</b>	DTS	DCA	DCATS Qualified	(Unqualified but Competent)	Total
TS Team Leader	0.1				0.1
TSO	0.1				0.1
Enforcement Officer		0.0		0.5	0.5
Assistant Enforcement Officer	0	0	0	0	0
Admin				0.1	0.1
<b>Total as at 2017-04-01</b>	<b>0.2</b>	<b>0.0</b>	<b>0.0</b>	<b>0.6</b>	<b>0.8</b>
<i>Total as at 2016-04-01</i>	<i>0.3</i>	<i>0.4</i>	<i>0.0</i>	<i>0.5</i>	<i>1.2</i>
<i>Total as at 2015-04-01</i>	<i>0.3</i>	<i>0.1</i>	<i>0.0</i>	<i>1.0</i>	<i>1.4</i>

For staffing structure see Appendix C

### **4.3 Staff Development Plan**

The department is committed to providing appropriate training for staff. A training and development plan is in place for the Environmental Health and Trading Standards Service. All food & feed enforcement staff participate in one-to-one supervisory review with a manager approximately every 6-9 weeks and an annual appraisal. Regular Food Hygiene Team meetings are held to discuss ongoing food and communicable disease issues. Trading Standards hold fortnightly briefing sessions to update staff on new developments in the field, business plan progress and administration issues.

The training and development budget for 2017/18 for the whole of the EH & TS service is initially set at £ 9,800. However, some additional funding from the receipts obtained from the Proceeds of Crime Act is ear-marked for use in providing enforcement training.

The Authority participates in the All-Wales Communicable Disease Lead Officer Training events funded by the Wales Centre for Health. All-Wales update training on food related topics is also provided by the Food Standards Agency on key issues, but is of necessity restricted to usually 2 officers per local authority, and is often free. Officers are expected to maintain their competencies, and undertake to ensure their continuing professional development (CPD) by undertaking suitable study or training equivalent to a minimum of 20 Hours per annum (from 1<sup>st</sup> January, annually). This is monitored by the respective service managers and discussed during the one to one reviews. There is considerable reliance placed upon the Food Standards Agency for external training in respect of food and feed standards matters.

### **4.4 Legal Expenditure**

Legal fees and costs for taking action in connection with food standards and food hygiene cases have remained fairly constant over the past few years. Whilst there is no direct budget allocated for this purpose, resources are provided as needed from both the commissioning directorate and Corporate legal services, and costs incurred by both are applied for at the conclusion of the legal action- where there is an overspend/shortfall in resource, this is

reported to the Head Of Service for subsidising on an ah-hoc basis, or from central reserves. Receipts from the Proceeds of Crime Act can be re-invested in enforcement related actions. There has been a moderate rise within food standards of cases referred for prosecution as significant infringements have been detected. This is likely to continue to persist over the coming years as intelligence indicates that there is continued infringement of allergen, adulteration and misdescription legislation within Neath Port Talbot.

## 5.0 QUALITY ASSESSMENT

- 5.1 The quality of the food service will be regularly assessed to ensure the Service Delivery Plan and Food Standards Agency framework agreement on local authority enforcement ('The Framework Agreement Standard') is being achieved.

### Management monitoring

Evaluation methods to be used will include:

- Monitoring of performance measures is carried out on a Quarterly basis, and reported to the relevant Member forum for scrutiny. Additionally, ad-hoc internal checks are undertaken to monitor progress towards the Business Plan priorities.
- Monitoring of inspections by Senior EH officers and EH & TS Team Leaders.
- Monitoring of inspection reports and records.
- Officer reviews held every 6-9 weeks, plus an annual appraisal, which includes a competency assessment for food and feed enforcement as appropriate.
- Accompanied visits and Peer assessments- following internal protocols.

These evaluations are recorded.

The Food Standards Agency (FSA) has discretion to undertake audits (full or focussed) of food authorities, and their latest full assessment was undertaken in 2014, with a follow up visit in August 2016.

## **6.0 REVIEW**

### **6.1 Review Against Service Plan**

#### **6.1.1 Food Hygiene**

Strategically, the Head of Service and the Environmental Health & Trading Standards Manager have overall responsibility for the direction and performance of the service. The Environmental Health & Trading Standards Manager is the Accountable Manager for the food hygiene function. The manager reviews the key performance measures and service improvements contained in the plan on a quarterly basis as part of the performance management process. Quarterly performance monitoring reports are reported internally, and a quarterly report is presented to Cabinet Board and the associated Scrutiny Committee.

In addition, regular meetings are held with the food hygiene team (food and health protection). This is to ensure that on-going projects, improvements and inspection targets outlined in this service plan and the business plan are effectively monitored and managed.

Achievements for 2016/7 included:-

- Inspecting 100% of all High Risk premises for food hygiene purposes.
- Issuing over 500 food hygiene ratings to businesses;
- Participating in National Food Safety Week
- Sampling food products in line with the all-Wales surveys of food quality
- Serving 31 hygiene improvement (enforcement) notices to ensure certain businesses met minimum legal standards;

#### **6.1.2 Food Standards and Feeding stuffs**

Strategically, the Head of Service and the Environmental Health & Trading Standards Manager have overall responsibility for the direction and performance of the service. The Environmental Health & Trading Standards Manager is the Accountable Manager for the

food & feed standards functions. The Manager reviews the key performance measures and service improvements contained in the plan on a quarterly basis as part of the performance management process, these are reported internally at quarterly intervals to Cabinet Board and the associated Scrutiny Committee.

Achievements for 2016/17 include:-

- Inspecting 100% of high risk premises for food standards purposes.
- Participating in the Glamorgan Group of Trading Standards Authorities coordinated sampling exercises.
- Continuing to exercise vigilance into the supply of illegal and counterfeit alcohol, both on inspection and as part of coordinated sampling exercises.
- Taking regular samples at schools to compare food supplied with that described in the local authority specifications, investigations on failures are ongoing.
- As part of an international monitoring exercise, the sampling of food supplements. Investigating breaches of composition (illegal ingredients – often harmful to consumer), labelling and descriptions. This work will continue into the next financial year.
- Continuing to identify and investigate a number of food fraud offences at takeaways and restaurants involving the substitution of beef for lamb in meal and, cheaper cheese analogue substituted for cheese.
- The continued delivery of advice to traders in respect of allergen information provision and establishment and maintenance of allergen control systems. This has been identified as a priority area, and continues into the new financial year.
- Meeting the targets set by the new WHOTS/FSA regional feed delivery group.

## **6.2 Identification of Variation from the Plan**

Variations from the Service Plan will be identified annually. Reasons for the variance and whether or not these are justified will also be given.

Trading Standards has large backlog of inspectable businesses for Food Standards purposes. This is due to other work of a higher priority taking precedence and the identification of a number “C” rated businesses (such as child minders) that the department’s existing resources will not currently allow it to visit. Accordingly, the department focussed on the areas of highest risk, i.e. “A” rated premises. However, the introduction of the food hygiene team in carrying out inspections of key food standards issues at specific “C” rated food standards will help to alleviate the pressure. Proactive inspections will continue to be

subject to the same competition for resources as other work, and will be prioritised as necessary.

With regard to food hygiene interventions at lower risk rated premises, there remains a deficit, with priority remaining with resources being directed at inspection of higher risk and investigation of non-compliant premises.

### **6.3 Areas for Improvement**

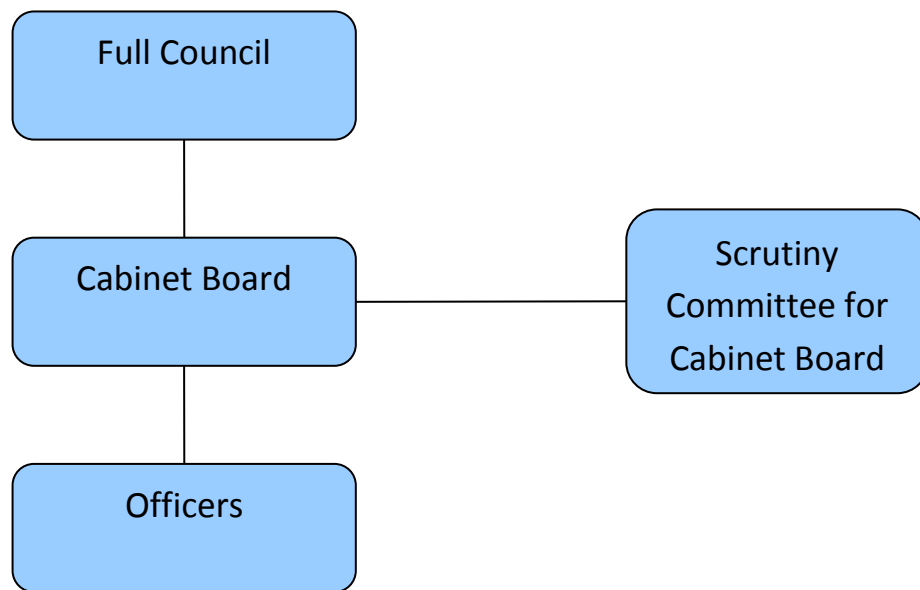
Over the past 5 years, the changes to food safety legislation and the challenges faced by food safety enforcement authorities have been significant. National priorities continue to be influenced by the Food Standards Agency, Regulatory Delivery and National Trading Standards (NTS), as well as the impact of the final report from the South Wales E.coli O157 public enquiry, and the ongoing visits from the EU Food & Veterinary Office to Welsh Authorities. Consequently, the food service will need to respond to these and improve the service further, particularly in light of funding challenges. However, some of the current planned improvements for 2017/18 and beyond include:-

1. Reviewing out of hours provision and cover arrangements in relation to outbreaks of communicable disease and service delivery- particularly emergencies;
2. Developing a training programme for officers involved in the investigation of outbreaks of communicable disease
3. Undertaking suitable promotional activities / campaigns.
4. Establishing measures to assess the quality of the service provided
5. Consulting more with stakeholders
6. Continuing to review food standards, food hygiene (primary producers) and feed legislation in relation to qualification of officers and demands on the service
7. Continuing to develop the use of the Intelligence Operating Model for Trading Standards.
8. Continuing to improve the use of alternative enforcement strategies in relation to food inspections.
9. The challenges of the white paper on local government reorganisation
10. Addressing the demands on the service from the Food Standards Agency paper "Regulating Our Future"



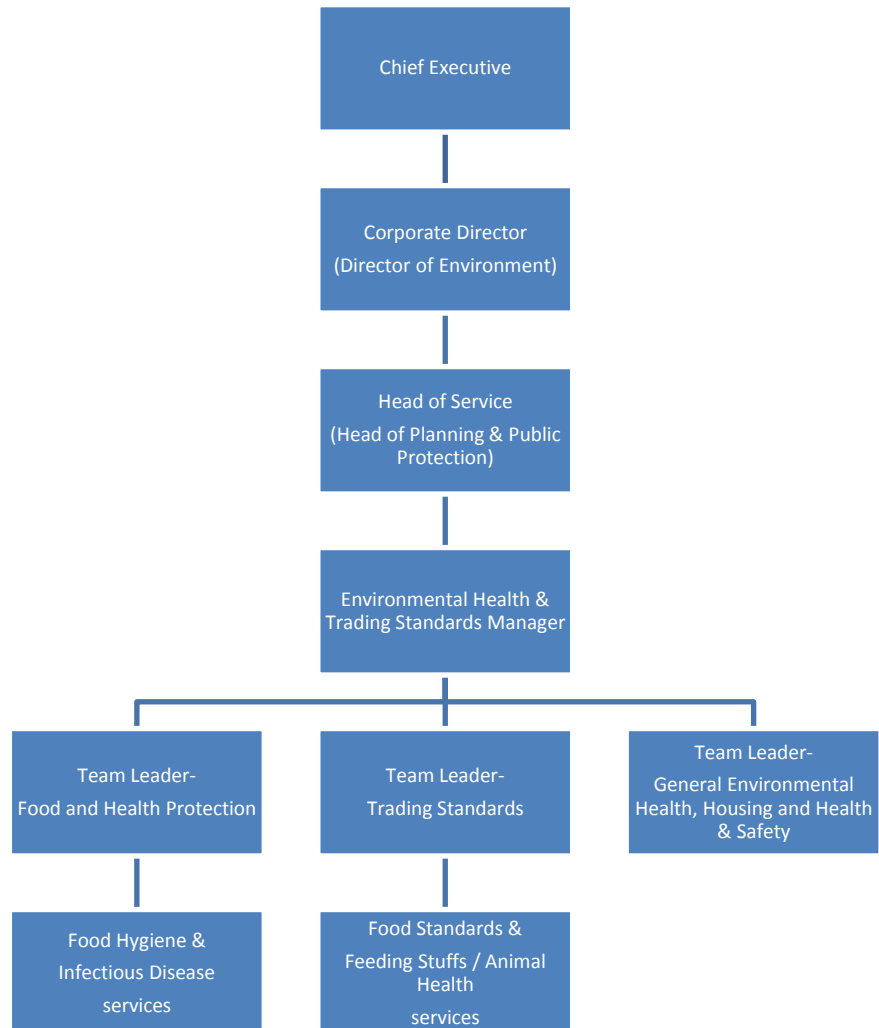
**APPENDIX A**

**Decision Making Structure:**



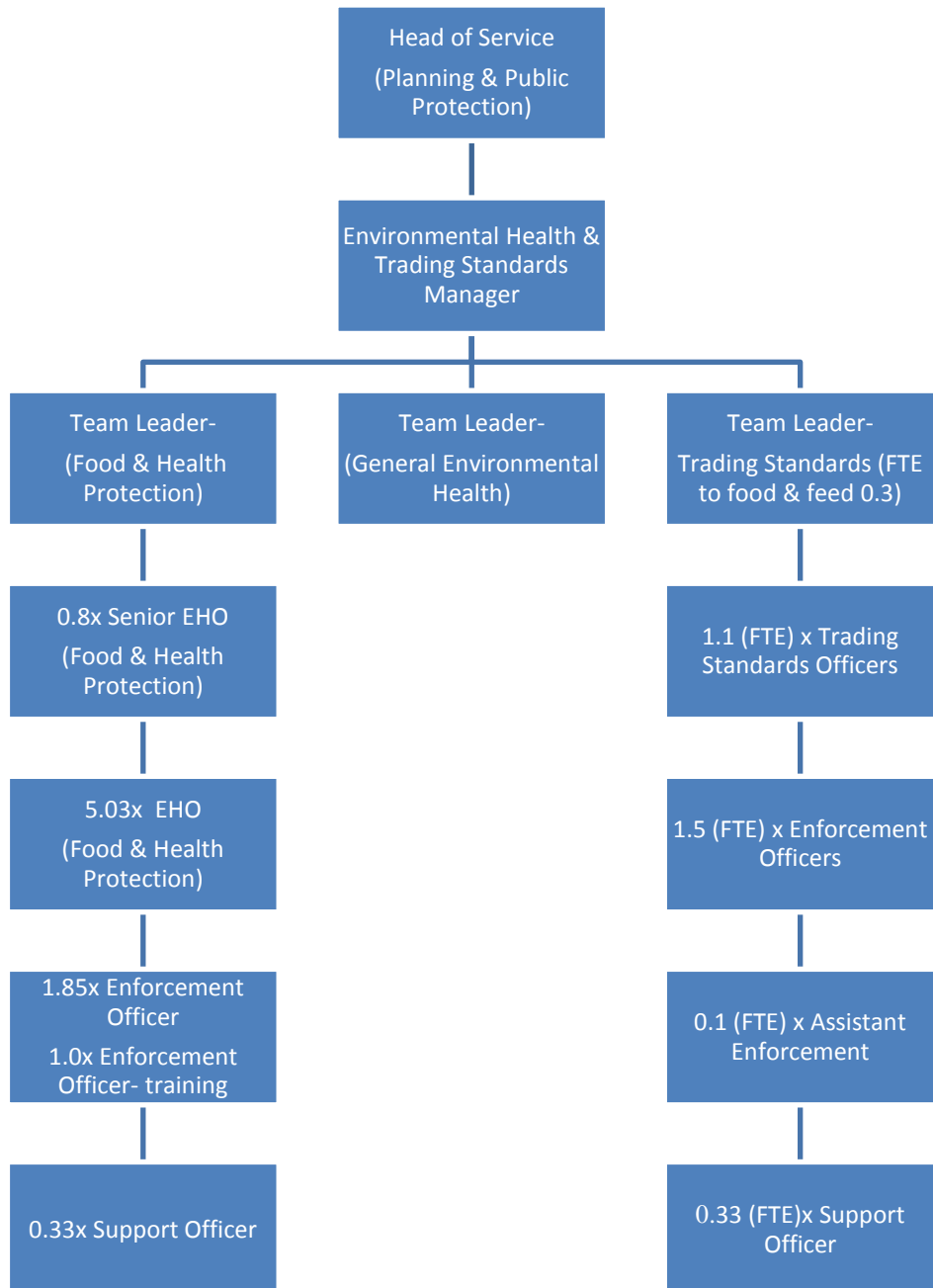
## APPENDIX B

### Department Structure:



## APPENDIX C

### Service Structure: (As at 1/4/2017)



## APPENDIX D

### Number of Registered Food Premises by Ward (2016 & 2017)

WARDS :	(WARD CODES)	2016	2017	WARDS:	(WARD CODES)	2016	2017
<b>NEATH</b>				<b>PORT TALBOT</b>			
Aberdulais	ABD	13	14	Aberavon	ABV	83	83
Alltwen	ALL	12	12	Baglan	BAG	40	40
Blaengwrach	BLA	12	14	Briton Ferry East	BFE	54	51
Bryncoch N	BRN	21	22	Briton Ferry West	BFW	13	15
Bryncoch S	BRS	38	36	Bryn and Cwmavon	BRY	48	51
Cadoxton	CAD	13	10	Coedffranc C	COC	45	46
Cimla	CIM	17	19	Coedffranc N	CON	10	10
Crynant	CRY	18	15	Coedffranc W	COW	39	44
Cwmllynfell	CWM	12	12	Cymmer	CYM	31	32
Dyffryn	DYF	29	27	Glyncorrgwg	GLC	10	11
Gwaun-cae-Gurwen	GCG	25	27	Gwynfi	GWY	12	11
Glynneath	GLN	42	37	Margam	MAR	51	50
Godrergraig	GOD	4	4	Port Talbot	POR	83	84
Lr Brynamman	LBR	7	8	Sandfields E	SAE	46	48
Neath (East)	NEE	44	47	Sandfields W	SAW	43	38
Neath (North)	NEN	150	145	Taibach	TAI	42	41
Neath (South)	NES	21	21	<b>Port Talbot area Total</b>		650	654
Onllwyn	ONL	9	9				

Pelenna	PEL	12	11	Other / Out of area	xxx	0	0
Pontardawe	PON	88	90	<b>NPT Combined Total</b>		1349	1348
Resolven	RES	26	25				
Rhos	RHO	12	14				
Seven Sisters	SEV	20	19				
Tonna	TON	20	20				
Trebanos	TRE	7	7				
Ystalyfera	YST	27	28				
<b>Neath area Total</b>		699	693				

**ENVIRONMENTAL HEALTH AND TRADING STANDARDS SERVICE**

**Review of Food and Feed Law Enforcement Performance 2016 / 2017**

**1.0 Introduction**

In May 2014 the Food Standards Agency carried out an audit of the Food and Feed law enforcement services of Neath Port Talbot County Borough Council. The audit was undertaken to ensure compliance with the Framework Agreement (2010). An action plan was agreed to implement a number of recommendations to improve the service in areas identified by the audit report.

3.27(ii) of the Action Plan recommended that the authority:-

“ carry out an annual food and feed law enforcement performance review for approval by the relevant member forum or senior officer, as appropriate (The Standard – 3.2)”

This is the aforesaid review, submitted to the Head of Planning and Public Protection for approval.

**2.0 Planned inspections/interventions 2016/2017:**

**2.1.0 Food Hygiene:-**

RISK CATEGORY	NUMBER OF PREMISES CARRIED FORWARD	BALANCE OF NEW INTERVENTIONS DUE / PLANNED BY 31/3/2017 (TO EXCLUDE ANY PREMISES WHICH CEASE TRADING)	NUMBER PREMISES INSPECTED / INTERVENTIONS ACHIEVED AS AT 31/3/2017	OUT-TURN / ACHIEVED
<b>High Risk:-</b>				
<b>A</b>	<b>0</b>	<b>14</b>	<b>14</b>	<b>100%</b>
<b>B</b>	<b>0</b>	<b>44</b>	<b>44</b>	<b>100%</b>
<b>C</b>	<b>0</b>	<b>274</b>	<b>274</b>	<b>100%</b>
<b>Low Risk:-</b>				
<b>D</b>	29	95	64	64/95 = 67% achieved. <b>(31 to be carried</b>

				<b>forward).</b>
<b>E</b>	<b>294</b>	<b>304</b>	<b>9</b>	<b>9/304 = 3% achieved.</b> <b>(295 to be carried forward).</b>

**Commentary:**

Resources were prioritised on undertaking all High Risk food premises, together with the commencement of an initiative to address the backlog of lower risk premises (primarily focussing on Category D-rated premises).

**2.1.1 Broadly Compliant PI: (PAM009)**

The out-turn PI for 2016/17 was : 94.92% (based on 1066/1123 premises achieving a 3/4/5 FH Rating).

The out-turn PI for 2015/16 was : 92.73% (based on 1033/1114 premises achieving a 3/4/5 FH Rating).

The out-turn PI for 2014/15 was : 92.83% (based on 1023/1102 premises achieving a 3/4/5 FH Rating).

**2.1.2 Food Hygiene Ratings:**

606 Food Hygiene inspections/ratings were undertaken;

35 Food hygiene re-ratings were undertaken;

The FSA website had regular uploads of data (at least every 28 days), and additional ad-hoc uploads were undertaken to take account of important in-month changes.

<b>RISK CATEGORY</b>	<b>NUMBER OF PREMISES CARRIED FORWARD</b>	<b>BALANCE OF NEW INTERVENTIONS DUE / PLANNED BY 31/3/2017 (TO EXCLUDE ANY PREMISES WHICH CEASE TRADING)</b>	<b>NUMBER PREMISES INSPECTED / INTERVENTIONS ACHIEVED AS AT 31/3/2017</b>	<b>OUT-TURN / ACHIEVED</b>
<b>A (every 12 months)</b>	<b>0</b>	<b>9</b>	<b>9</b>	<b>100%</b>
<b>B (every 24 months)</b>	<b>11</b>	<b>80</b>	<b>44</b>	<b>55%</b>
<b>C (every 5 years)</b>	<b>345</b>	<b>442</b>	<b>5</b>	<b>1%</b>
<b>UNRATED (not yet</b>	<b>173</b>	<b>173</b>	<b>61</b>	<b>35%</b>

visited)				
<b>TOTAL</b>	<b>529</b>	<b>704</b>	<b>119</b>	

## **2.2 Food Standards : Planned Interventions**

Resources were directed to inspecting the A, B and Unrated businesses within the county borough. C rated (low risk) businesses as a consequence are being left from the inspection programme. The department is looking to address this shortfall by the use of alternative enforcement questionnaire, developed in conjunction with the food hygiene team. Additionally, food standards inspections of certain C rated and some unrated businesses will be carried out by environmental health officers at the same time as their food hygiene inspections. The department has experienced a turnover of staff, but will shortly be back up to full strength for the final half of 2017/2018. Finally, following Food Standards Agency advice, many businesses have been brought back into the inspection programme, but extra resources have been found to address the extra inspection work.

Trading Standards is now intelligence led and the main focus of food standards work is on catering premises, particularly in addressing concerns on allergens, presence of illegal or restricted colours and the adulteration or substitution of food. Furthermore it continues to take part in coordinated operations and enforcement in the field of food supplements, an area that is complex and has been the subject of numerous food safety warnings. Consequently, the department is directing resources to this area.

Progress and quality on interventions are monitored by the Trading Standards Team Leader via spot checks, accompanied visits, annual appraisals and quarterly staff review meetings.

## **2.3 Feed Standards : Planned Inspections**

Feed enforcement within Wales is now funded directly by the Food Standards Agency, and administered by the Welsh Heads of Trading Standards. Wales is divided into regions, Neath Port Talbot and Swansea form one of these regions. Co-ordination across the Swansea / Neath Port Talbot area is delivered by an officer from Swansea Trading Standards, the Trading Standards Team Leader in Neath Port Talbot acts as liaison with Swansea.

The feed inspection programme is drafted by WHOTS and the FSA based on the feed registers from each authority. The FSA categorises feed businesses by feed registration and approval type. These businesses are required to be inspected during the forthcoming year. Each region is expected to carry out inspections at those premises.

Neath Port Talbot and Swansea met their feed inspection targets last year. As to be expected, there were changes in the registration and approval from the register. With agreement from the FSA, replacement businesses were identified to be inspected.

<b>Type of Business</b>	<b>Profiled Inspections</b>	<b>% Completed</b>	<b>No. to be completed</b>
Manufacturer	5	100.00%	0
Co Product Producer	8	87.50%	1
Mobile Mixer	0	0	0
Importers	0	0	0



Stores	3	66.67%	1
Distributor	3	100.00%	0
Transporter	2	50.00%	1
On Farm Mixer - R10	1	0.00%	1
On Farm Mixer - R11	3	66.67%	1
Supplier of Surplus Food - R07	4	275.00%	-7
<b>Total Inspections Inland Feed</b>	29	110.34%	-3
<b>PRIMARY PRODUCTION</b>	<b>Profiled Inspections</b>	<b>% Completed</b>	<b>No. to be completed</b>
Livestock Farms - R13	50	144.00%	-22
Arable Farms - R14	1	0.00%	1
Total Inspections At Primary Production	51	141.18%	-21
<b>TOTAL INSPECTIONS</b>	80	130.00%	-24

The Food Standards Agency is satisfied with the delivery of the feed enforcement service across Wales.

### **3.0 Samples:**

#### **3.1 Food Hygiene:-**

Samples were mainly taken in accordance with the National Sampling priorities, as agreed via the Welsh Food Microbiological Forum (WFMF). Additionally, local sampling initiatives were undertaken to increase the surveillance of locally available products, and to maximise the benefit of sampling allocations- in conjunction with Wales Public Health Laboratory, based at Glangwilli Hospital, Carmarthen. During the period 1/4/2016-31/3/2017, 173 samples were taken, of which 127 were Satisfactory; and 41 were classed as Borderline (but not a fail), and 5 were Unsatisfactory.

Satisfactory samples do not attract any further action.

All borderline samples are followed up with an advisory letter to encourage reviews of pertinent controls, such as temperature controls; stock rotation; handling practices.

All unsatisfactory results are followed up with advice on suggested improvements to undertake, together with further sampling- to ensure that standards are addressed and improved, or products are no longer sold.

#### **3.2 Food Standards**

The Trading Standards Team Leader acts as chair for the Glamorgan Food Group. Coordinating and arranging the regions sampling programme.

Sampling initiatives are intelligence led.

- Mis-description of food supplied to local schools. The department continues to sample from local schools to ensure that specification and nutrition requirements are met.

- Sampling from takeaways and catering establishments in relation to substitution of ingredients, mis-description of meals illegal use of colours and non-declared allergens. These areas and this trade sector have been identified as a priority due to the level of infringements nationally and the potential for harm.

Sampling and any subsequent investigations are monitored by the Trading Standards Team Leader via spot checks, annual appraisals and quarterly staff review meetings.

### **3.3 Feed Standards**

The new regional co-ordinated framework agreement has led to more support being available for taking samples. As part of the regional sampling programme and in line with the national priorities for sampling, the service took 3 samples, none of which failed on analysis.

### **4.0 Service requests / reactive work:**

#### **4.1 Food Hygiene:-**

Food service requests- all types = 748

Of which:-

FNA (Food new business- advice for speculative start-up) = 07.

FNB (Food new business- advice & advisory interventions prior to trading) = 133.

FNC (Food new business- trading) = 69

Also, the Food & Health Protection service received the following:-

Infectious Diseases- service requests = 236;

Food alerts [FPI] (for social media) = 80 (mainly dealt with by Support staff).

Whilst target response times have been established for all service requests, a further analysis will be undertaken to ensure that they remain fit for purpose, and that prioritisation of resources (in accordance with lean systems principles) will ensure the best utilisation of resources, whilst managing expectations of service requestors.

### **4.2 Food & Feed Standards**

The department received 4 requests for food advice last year that were not as the result of an intervention. These varied from business start-ups to specific issues.

2 requests for feed advice were received.

Through the Citizens Advice Consumer Service and other means, the department received 38 food complaints during 2016/17. Most of the complaints related to the sale of out of date food (best before and use by). The businesses were advised accordingly.

There has been little information from the public in relation to description (including presence of allergens) of food within NPT, this is notable considering the levels of infringement found when the department carries out interventions.

No feed complaints were received.

The department received 96 food alerts. As with Food hygiene these are mainly dealt with by support staff. Where necessary they will be escalated by the Trading Standards Team Leader. No feed alerts were received.

Requests for advice and complaints are fed into the authorities intervention plan which in turn leads to the identification of priorities and work areas for the forthcoming year.

Response times and investigations / advice are monitored by the Trading Standards Team Leader via spot checks, annual appraisals and quarterly staff review meetings.

## **5.0 Promotional work:**

### **5.1 Food Hygiene promotional work:-**

The service was able again to support National Food Safety week (in July 2016) - focussing on Reducing Food Waste (freezing) and advice on Use By and Best Before dates.

### **5.2 Food Standards Promotional work :-**

The section has assisted other departments in promoting business support and advice sessions by contacting local FBOs to raise awareness of planned events.

In conjunction with Swansea Trading Standards and the Food Standards Agency, the department ran allergen training events aimed at caterers at the beginning of the year.

The section identified specific issues to advise businesses on, and advice was sent out via mail and e-mail to the relevant FBOS. This focussed:

- Food allergen advice to retailers, manufacturers and caterers.
- Takeaways / chip shops - use of colours and substitution / description
- DNP (a harmful chemical found in food supplements)

### **5.3 Feed Standards Promotional Work**

New feed businesses are regularly identified and contacted to ensure that they are properly registered.

## **6.0 Primary Authority:**

### **6.1 Food Hygiene, Food Standards and Feed Standards-**

The Primary Authority scheme is UK wide and each LA must have regard to any established partnerships between businesses and regulators. Whilst currently there are no food business partnerships which NPT are responsible for, there are many which NPT must have regard to during the inspection of premises within the borough. NPT Trading Standards have begun drafting their first Primary Authority relationship. This is with a non-food business. Dependent on its success the scheme may be offered to other businesses within the county borough. Where such partnerships exist, and cover businesses operating with NPTCBC, we liaise with the relevant LA's to give specific feedback following inspections which are subject to an agreed (UK wide) inspection plan, and general feedback where problems are discovered.

## **7.0 Safety Incidents:**

### **7.1 Food hygiene:-**

No food safety incident reports (e.g. withdrawals) necessitated initiation by EH of NPTCBC.

All notifications of withdrawals requiring specific action are prioritised.

### **7.2 Food Standards**

No food safety incident reports (e.g. withdrawals) necessitated initiation by TS of NPTCBC.

All notifications of withdrawals requiring specific action are prioritised.

### **7.3 Feed Standards**

1 feed safety incident was instigated by NPT TS in relation to a local pet food producer. This was notified to the FSA. The distribution of the pet feed concerned was restricted to West Wales. Buyers were identified, and the product was recalled and destroyed.

## **8.0 Staff Development / Training / Continuing professional development:**

### **8.1 Food hygiene:-**

All staff have achieved their expected CPD (which is set at a minimum of 10 hours per calendar year) ; additionally:

1 member of staff (JC) has completed the Food Premise Inspection qualification, and been given a revised (restricted) Authorisation.

1 member of staff (NMH) has completed 2 years post-qualification experience in food hygiene inspection work, and been given a revised Authorisation.

1 member of staff (REJ) is working towards achieving 2 years post-qualification experience.

## **8.2 Food Standards**

All staff met their required 10 hours CPD in 2016/17. This was achieved by a combination of courses run by the Food Standards Agency, Welsh Heads of Trading Standards, online courses run by the FSA and workshops run within Neath Port Talbot. One officer has embarked on the food standards qualification, which would bring some extra resilience to food standards delivery. Qualification should be complete by January 2018.

## **8.3 Feed Standards**

All but one member of staff met their required 10 hours CPD in 16/17. This was achieved by a combination of courses run by the Food Standards Agency, Welsh Heads of Trading Standards, online courses run by the FSA and workshops run within Neath Port Talbot Standards

## **9.0 Monitoring:**

### **9.1 Food hygiene monitoring:-**

LAEMS data is provided annually to the Food Standards Agency - which gives detailed information on the key performance statistics for each Council across the UK, for submission to EU. The detail covers areas such as: intervention totals and by risk category; enforcement actions; number of premises by type and risk categorisation; samples taken; staffing levels; certain service requests etc.

On a quarterly basis key performance indicators are reported to Scrutiny Committee and the associated Cabinet Board, and are publically available.

Line managers keep track of inspection targets, and the reactive workloads on a monthly basis, or more frequently when required.

### **9.2 Food & Feed Standards monitoring:-**

LAEMS data is provided annually to the Food Standards Agency- which gives detailed information on the key performance statistics for each Council across the UK, for submission to EU. The detail covers areas such as: intervention totals and by risk category; enforcement actions; number of premises by type and risk categorisation; samples taken; staffing levels; certain service requests etc.

Each officer's intervention programme is set at the beginning of the year. This is reviewed and updated during the relevant officer's quarterly review. Section progress is checked on a quarterly basis, key performance indicators are reported to Scrutiny Committee and the associated Cabinet board, and are publically available.

The TS Team Leader monitors officer inspection targets and reactive workloads formally during the quarterly review. If issues with performance are identified, this frequency is increased. Food / Feed Aide Memoires and post inspection reports are reviewed by the Trading Standards Team Leader.

Feed standards inspections progress is fed back to WHOTS and the FSA via the regional lead officer. The Trading Standards Team Leader and regional lead identify and address issues with performance against the inspection programme

## **10.0 Review of Policies/Procedures**

### **10.1 Food Hygiene / Food Standards / Feed Standards:**

All major food policies and procedures are kept under review, with in-year updates made when necessary. A comprehensive review was undertaken in 2015-2016.

## **11. Conclusions**

Food hygiene, and Food & Feed standards enforcement remains a priority for the service.

Food hygiene inspection resources were prioritised on undertaking all high risk food premises together with an initiative to address the backlog of lower risk premises (focussing on certain Category D-rated premises). The broadly compliant indicator remains consistently high- this is a National Performance Indicator. National and local food sampling initiatives were carried out throughout the year, and we will continue to take part and make use of sampling resources made available. The service supports the FSA's National Food Safety Week as an important initiative to raise awareness of current issues, and also utilises Social Media opportunities. The new business team within the Food and Health Protection team contribute to providing advice and coaching to businesses prior to the start of trading, in an attempt to give businesses relevant good practice and to inform them of their legal requirements.

The new feed arrangements appear to have been a success, and the section will exploit the regional connections that have been forged. There are clear issues with the number of interventions for food over the past year and resources have been allocated to address this. Regional working and intelligence gathering should continue to be developed and there are clear priorities for the service in relation to both food and feed and these need to be addressed, but without ignoring other issues that are appearing on the horizon.

## **12. Review of report by Head of Service**

I have reviewed and approve of this report.



**Nicola Pearce**

**Head of Planning and Public Protection**