

A photograph of two men in white lab coats and hairnets shaking hands in a food service area. The man on the left is holding a tablet, and the man on the right is holding a clipboard with a graph. The background shows a kitchen or food preparation area with various equipment and ingredients.

Food Service Plan 2022/2023

**North
Lincolnshire
Council**

www.northlincs.gov.uk



– 1.0 –

Introduction

This plan sets out how the council, through its Food and Safety Team, will deliver food hygiene and food standards work to ensure that consumers can be confident that the food that they buy is safe. The plan also aims to ensure that there is a level playing field for all food business operators. The plan details how we will meet our responsibilities under the Food Law Code of Practice.

The structure of the plan follows the requirements contained within the Framework Agreement on Local Authority Food Law Enforcement and the Code of Practice published by the Food Standards Agency (FSA).

Promote food safety via education, persuasion, and enforcement through interventions at inspections, maintaining information on the North Lincolnshire Council Website, providing a food advice service for food business operators.



– 2.0 –

Aims & Objectives

Operating a comprehensive compliance regime by means of a mix of inspection, testing, and other interventions as appropriate, to ensure the legality of food produced or marketed within or imported into North Lincolnshire.

The investigation of complaints and infringements of food legislation and act in accordance with our Enforcement Policy and respond in a timely manner.

To produce a structured sampling programme to establish the safety and quality of food on sale to the public, the wholesomeness of private drinking water supplies and the composition and accuracy of labelling of food.

Ensure that food/water borne outbreaks and notifications are investigated in line with UKHSA Guidelines and receive prompt and effective response. Providing guidance to those affected and preventing the spread of communicable diseases within the local community.

To liaise with other local authorities, partners, and stake holders to ensure consistency and transparency.

To respond promptly and effectively to food alerts and any threats to the safety of food sold or produced in North Lincolnshire.

To participate in intelligence sharing with Strategic Partners, including Food Standards Agency, National Food Crime Unit, neighbouring Local Authorities through liaison groups and Primary Authorities.



– 2.1 –

Links to Corporate Objectives & Plans

The Food Service Plan is a key operational delivery plan underpinning the Council Plan. It connects the council's overarching ambition of #BestCouncil and #BestPlace, supporting the three council priorities:

- Enabling Economic Growth and Renewal
- Keeping People Safe and Well
- Enabling Resilient and Flourishing Communities

It ensures that our work is in line with our priorities and aligns resources accordingly which is underpinned by 4 key outcomes:

SAFE • WELL • PROSPEROUS • CONNECTED

The Council will, through the implementation of the Food Service Plan, work to improve the health and wellbeing of the residents and visitors of North Lincolnshire.

The Food Service Plan contributes towards the council's priorities in the following ways:

- The inspection of food premises will encourage compliance with relevant legislation. This will increase consumer protection by safeguarding them from substandard and unsafe food entering the food chain, ensuring they stay safe and well.
- Providing business advice will assist the financial viability of local food businesses and help them succeed safely.
- Regulation of food businesses will contribute towards a 'level regulatory playing field' making it fairer for all business and better for those businesses that comply with food law.

– 3.0 –

Profile of North Lincolnshire



North Lincolnshire Council is a Unitary Authority, established in 1996, covering an area of around 85,000 hectares located on the southern side of the Humber estuary and occupying tracts of land on either side of the River Trent. It is a largely agricultural area and the pattern of settlements reflects this, with market towns surrounded by many small villages. At the centre of the area lies the industrial town of Scunthorpe. Although the industry is greatly diminished in scale, Scunthorpe is still one of the major centres of the British steel industry. Like all similar communities, however, the town is endeavouring to develop a more diverse economy to secure its future and the council has been successful in attracting several new enterprises to the area.

Approximately 50% of the total population of North Lincolnshire live in the town and its immediate environs; and it serves as a centre for shopping, employment, and further education for the whole area.

The area has a total population of 172,748. The overall population density of North Lincolnshire is low compared to most English Unitary Councils.

Agriculture dominates in the rest of the council's area.

The towns of Brigg, Barton-upon-Humber, Kirton-in-Lindsey, Crowle and Epworth are, however, still important centres for the rural communities and like Scunthorpe are developing economies, more in keeping with modern requirements.

There are 10 ports within the area, including Humberside Airport, which are liable to import food into this area. There has been a rapid expansion of container traffic at the North Killingholme terminal.

The food industry in North Lincolnshire is thriving; there are several food manufacturing businesses which distribute nationally. Many of these companies produce a range of foods for the major supermarkets, pub/restaurant chains and the airline industry. The foods produced are varied ranging from 'gluten free' products, bacon, chicken, beetroot, cooked & prepared vegetables, soups, sauces, gravies, burgers, crisps, coffee, chocolate, curry pastes, bread, beer, ice creams and potato product packing.



– 3.1 –

Organisational Structure

The Food and Safety Team is part of Waste, Fleet and Public Protection within North Lincolnshire Council.

Assistant Director Public Protection
Head of Service - Trading Standards and Licensing
Assistant Group Manager Food and Licensing
Team Leader Food and Safety
Environmental Health Officer 2
Food Safety Officer (Higher Certificate) 2
Food Safety Officer (Ordinary Certificate) 2
Apprentice - Environmental Health Officer
Food Safety Practitioner 1
Temporary Food Safety Practitioner 3



– 3.2 –

Scope of Food Service

As a Unitary Authority the council is responsible for the full range of duties required by European and National food law that relate to food hygiene and food standards. Food hygiene and Food Standards is the responsibility of the Food and Safety Team within Economy and Environment. The team are responsible for:

- Undertaking programmed inspections of food businesses throughout North Lincolnshire and revisits where necessary to check compliance with legal responsibilities. Where breaches of legal requirements are identified, the necessary formal or informal action is taken. For food related issues formal sanctions can include Improvement Notices, Emergency Prohibition Notices, and prosecutions.
 - Investigations relating to Infectious Disease (Food/waterborne infections).
 - Sampling to ensure food on the market is safe to consume. A sampling programme is produced using intelligence from different sources using a risk-based approach. The service will participate in co-ordinated sampling surveys/programmes organised by the UK Health Security Agency Laboratory, Food Standards Agency, or Cross Regional Sampling Group.
 - Health promotion activities are also carried out by the team who attend and participate in Wellbeing initiatives.
- Maintaining a register of food businesses in North Lincolnshire.
 - Responding to national, regional, and local food safety issues.
 - Provision of export certification/attestation service. The surveillance and investigation of imported food products being sold within retail premises.
 - Responding to complaints and requests for advice regarding the sale of food
 - Providing advice and guidance to businesses and members of the public to improve knowledge and awareness of food law.
 - Operation of the Food Standards Agency's Food Hygiene Rating Scheme (FHRS) for relevant food businesses to help consumers make informed choices about the food they buy and the places where they choose to eat.
 - Providing advice, guidance and undertaking enforcement action for food standards issues such as labelling, allergens, health/nutritional claims.

Health and Safety legislation is also enforced as a joint discipline and is detailed in a separate service plan.



– 3.3 –

Service Delivery Contact Points

The Service delivery contacts are as follows:

Postal Address:

North Lincolnshire Council, Food & Safety Team

PO Box 42

Church Square House, Scunthorpe

North Lincolnshire, DN15 6XQ

Website:

<https://www.northlincs.gov.uk/planning-and-environment/food-safety/>

An email address has been established for food safety related enquiries at:

food.safety@northlincs.gov.uk

– 3.4 –

Demands on the Food Service

Table 1: Premises Profile in North Lincolnshire

Food Safety Premises Profile	
Food Primary Producer	10
Manufacturer and Packer	41
Importer/Exporter	5
Distributor/Transporter	44
Small Retailer	267
Retailer Other	123
Restaurant/Cafe/Canteen	262
Hotel/Guest House	39
Pub/Club	136
Takeaway	178
Catering Premises	138
School/College	110
Mobile Food Unit	87
Restaurant/Caterer	282
Supermarket	35

Approved Establishments approved for:	
Meat Products only	3
Minced Meat only	0
Dairy Products only	0
Meat Products, Fish Products & Milk Products	1
Cold Store	2
External Temporary Storage Facility	2
Total number of Premises	8

Food Standard Premises	
Food Primary Producer	31
Manufacturer and Packer	47
Importer/Exporter	4
Distributor/Transporter	46
Small Retailer	296
Retailer Other	130
Restaurant/Cafe/Canteen	260
Hotel/Guest House	39
Pub/Club	145
Takeaway	178
Catering Premises	142
School/College	115
Mobile Food Unit	88
Restaurant/Caterer	296
Supermarket	36
Total number of Premises	1853

– 3.5 –

Access to Expertise

The UK Health Security Agency Laboratory at Sand Hutton near York provides bacteriological analysis of food and potable water. Faecal samples are sent to the UKHSA West Midlands Laboratory in Birmingham via a postal service. The laboratory provides bacteriological analysis of faecal samples.

The Consultant in Communicable Disease Control, UKHSA North Yorkshire, and the Humber Team also at Sand Hutton near York provides specialist support in relation to infectious disease control.

The Director of Public Health provides specialist advice on health-related aspects of food safety.

ALS is used to carry out Chemical sampling of Private Water supplies.

Killgerm provide a free identification service for insects found in food premises or manifesting themselves as food complaints.

The service has continuous dialogue and a good working relationship with the Public Analyst (Eurofins) on all matters concerned with Food Standards sampling and analysis. Officers are encouraged to contact the Public Analyst where appropriate to discuss sampling matters.

– 3.6 –

Enforcement Policy & Service Standards

There is an umbrella policy for all enforcement work carried out by all Services within North Lincolnshire. Operating within this general enforcement framework are documented policies for the food service i.e., Inspection, Complaint Handling, Sampling, Enforcement of Legislation and dealing with matters of non-compliance. Notice will be given to all A, B and unrated premises prior to an inspection unless it would defeat the object to do so. The service also follows the Code of Conduct of the Crown Prosecution Service, which recognises that prosecution is only one of a suite of remedies that can be used and that others may be considered more appropriate in cases of non-compliance.

In compliance with the Regulators Code a set of Service Standards are maintained and published, which outline what consumers and businesses can expect from the Council.



– 3.7 –

Complaints about North Lincolnshire Council or its Officers

North Lincolnshire Council has an established complaints procedure. In the first instance, complaints will be directed to the Service area, to deal with informally. Should this not resolve the issues the complaint will be dealt with via the Council's complaints and comments policy.



– 4.0 –

Premises Risk Profile

Food Hygiene and Food Standards inspections are assessed under the Food Standards Agency risk assessment system and should receive a programmed inspection at the following intervals:

Food Hygiene:

- A risk premises every 6 months
- B risk premises every 12 months
- C risk premises every 18 months
- D risk premises every 24 months
- E risk premises every 3 years or Alternative Enforcement Strategy
- Unrated premises risks to be assessed

Food Standards:

- A risk premises every 12 months
- B risk premises every 24 months
- C risk premises every 5 years
- Unrated risk to be assessed



– 4.1 –

Targeted Inspection Activity

The inspection programme is required to reflect the minimum inspection frequency dictated by the rating scheme contained in the FSA Food Safety Code of Practice.

However, as the country has and continues to deal with the Covid-19 pandemic the Food Standards Agency has produced a “Local Authority Recovery Plan” that details the minimum expectation for the delivery of inspections over the next two years.

The Team will continue to operate an initiative to increase the number of revisits aimed at those premises that have been identified with poor compliance to ensure that they received a focused inspection regime. This approach demonstrates a commitment to improve the compliance levels of the small number of consistently poor premises in North Lincolnshire by providing their operators with an opportunity to engage with officers from the team to achieve and sustain food hygiene performance.

In line with the objectives of the Better Regulation Delivery Office, officers also undertake health and safety project-based interventions where appropriate and deal with any safety hazards when carrying out programmed food inspections; including Gas Safety for new businesses and raise any matters of evident concern observed during the Food Intervention.

Table 2: Inspection Programme 2022/2023

Premises Risk Profile (Food Hygiene)	Number of Tagged Premises due for Inspection 2022/23	Target Number of Inspections	Percentage
Category A Premises (High Risk)	1	1	100%
B	40	40	100%
C	109	109	100%
D	93	0	0%
E (Alternative Enforcement Strategy)	178	133	75%
Unrated Premises	93	93	26%
Total Tagged Premises (2022/23)	514	376	–
Outstanding Inspections Previous Years (A-E)	A = 0 B = 0 C = 106 D = 350 E = 181	0 0 106 0 0	0% 0% 100% 0% 0%
Total	637	106	17%

Premises Risk Profile (Food Standards)	Number of Tagged Premises due for Inspection 2022/23	Target Number of Inspections	Percentage
A	12	12	100%
B	127	0	0%
C	108	0	0%
Unrated	216	108	50%
Total	463	120	26%
Outstanding Inspections 2019/20 2020/21 (A-C)	A = 2 B = 217 C = 624 Unrated = 212	1 0 0 212	100% 0% 0% 100%
Total	1055	213	20%

Table 3: Showing additional inspections estimated in 2022/2023 in addition to the programmed inspections for Food Hygiene/ Standards

Action	2022/23 (Estimated)
New premises inspected - Hygiene	200
New premises inspected - Standards	150
Requested Re-inspections (FHRS)	10
Complaint Inspection	5

– 4.2 –

Service Requests/ Complaints

Food complaints/ Service requests relating to Food Hygiene and Food Standards are received into the service via letter, email, or telephone calls. For Food Standards complaints are also received via the Citizens Advice Consumer helpline.

For Food Hygiene and Food Standards, all complaints that refer to contamination, adulteration, composition, and labelling are investigated with a view to identifying the root cause of the problem to avoid it happening again. Advice may be sought from the Yorkshire and Humber Trading Standards Group regional food group and the Humber Authorities Food Liaison Group if necessary for a consensus to ensure consistency.

Where appropriate, enforcement action will be taken, having regard to the Enforcement Policy, Codes of Practice and National Guidance.

Food Hygiene/Premises complaints are responded to on a case-by-case basis. Complaints that have a risk to public health shall be dealt with same day or with a planned response time of 3 working days.

If necessary, the Food Standards Agency National Food Crime unit will be used to assist in food fraud investigations which are being carried out on a national basis.

Table 4: Estimated Service Requests and Complaints

Food Safety	2022/23 (Estimated)
Number Food Safety Complaints (CMU)	40
Other food problem	20
Number Food Premises Complaints/ Unhygienic Premises/Practices	60
Other Food Premises problems	20
Safer Food Better Business Enquiry	60
Food General Enquiry	30
Food Hygiene Rating Scheme Enquiry	5
Freedom of Information Request	10
Food Premises Registration	200
Food Standards Complaints	40
Total	485

– 4.3 –

Primary / Home Authority Scheme

There are no formal Home Authority or Primary Authority arrangements in place for Food issues as very few local manufacturers have their head office located within the area. However, support is provided to those companies, both directly and acting as an intermediary for enquiries from other Local Authorities. Whilst the council does not currently have any primary authority agreements with any businesses it will remain open to requests and will respect these arrangements where they are relevant to the enforcement of food law at premises in North Lincolnshire.



– 4.4 –

Advice to Business

The service offers comprehensive advice to any business for which the service is, or is likely to be, Home Authority, Originating Authority or Primary Authority for any part of the business based within the area.

This includes giving advice on legal and technical matters where officers have expertise; inspecting and approving premises and assisting in the resolution of queries involving other enforcement agencies.

Some elements of business advice are chargeable. Further details on business advice charges can be found on the council's website, www.northlincs.gov.uk

Other ways of providing advice can be achieved through a range of activities:

- Running courses or seminars if there is a demand for this type of activity.
- Written advice provided to a particular sector, for example if there is a significant change in legislation affecting that business sector.
- Advice given during inspections.
- Provision of advice via Leaflets and the Services Web Site/ Facebook Page/Social media.
- Responding to specific enquiries received from food business operators.
- Support of national and local campaigns, such as nationally coordinated surveys.



– 4.5 –

Food Sampling

The Food Hygiene sampling programme includes the sampling of food and potable water, both public and private supplies. The programme is determined annually and comprises a local sampling programme in addition to contributions to national programmes coordinated by the UKHSA. For potable waters the programme includes provision for the sampling of each of the 6 water supply zones supplied by Anglian Water and Yorkshire Water in North Lincolnshire and the sampling of the potable private water supplies in the council's area.

The programme is designed around the seasonal availability and high-risk nature of certain foods and the results it generates contribute to the data collected nationally on the microbiological quality of ready to eat foods. Food samples are generally collected informally to allow the samples to be purchased in much the same way that a member of the public would have bought the food. All business proprietors are advised of the results of samples and unsatisfactory sample results are subjected to further detailed investigation.

Bacteriological analysis of food and water samples is provided by UKHSA. Following a procurement review the ALS Laboratory have been contracted to provide chemical analysis of potable water.



Humber Authorities Scientific Service (HASS) or Campden and Chorleywood Food Research Association (CCFRA) provide chemical analysis of food samples.

The food and drinking water microbiological analysis service provided by UKHSA Food, Water and Environmental laboratory in York and is delivered in accordance with a service level agreement.

In 2022/2023, the Team will continue to undertake strategic targeting of the service to focus on key local issues whilst maintaining a contribution towards several cross regional and national sampling surveys involving the microbiological sampling programme for food and water in North Lincolnshire.

As part of the sampling programme the team sample food that has been imported from EU and non-EU countries.

Food Standards Sampling will be carried out on an intelligence led basis, considering information gathered from complaints, enquiries, nationally emerging issues, and National Priorities. Any sampling carried out will take account of the following principles:

- a) To maximise the effectiveness of our sampling activities, the team will join with coordinated sampling programmes, where appropriate. Focus on areas where there is evidence to suggest that there are problems affecting businesses and consumers in North Lincolnshire.
- (b) To this end, samples will not be taken where it cannot be justified that there is a need to do so. This principle will also apply to any complaints received.
- (c) Consideration how the sampling regime can be more effective and the results maximized will be undertaken. We will work with our Public Analysts to discuss development of new sampling methods where there is a specific need.
- (d) Sampling will focus on locally produced and packed products, as well as imported products. This will reflect both regional and national priorities. Any priorities deemed as such by the Food Standards Agency. As well as carrying out our own sampling projects, the service also participates in Yorkshire and Humber Trading Standards Group co-ordinated sampling programmes.

– 4.6 – Food Alerts

Food Alerts are the Food Standards Agency's way of letting the council and consumers know about problems associated with food and in some cases provide details of specific action to be taken. They are issued under three categories: Product Withdrawal/Product Recall Information Notices, Food Alerts for Information and Food Alerts for Action and they are received by direct email to the team.

Food Alerts are also received by the Consultants in Communicable Disease Control, Trading Standards Officers and food trade organisations to alert them to current food issues.



– 4.7 – Control & Investigation of Outbreaks & Food Related Infectious Diseases

The control and investigation of outbreaks and food related infectious disease is the responsibility of the Food and Safety Team. The fundamental principle of this role is to prevent the secondary spread of infectious disease.

We will assess all cases and suspected cases excluding *Campylobacter*, food poisoning cases notified to the council, either formally from UKHSA North Yorkshire and Humber Team or informally from other sources, to determine which of those require a full investigation. The target is to achieve initial assessments within one working day of receipt. Where practicable initial assessments are conducted by telephone to establish food histories and/or common food links and to identify individuals (cases or contacts) working in high-risk environments thus posing a risk of further transmission. These cases or contacts are subject to a full investigation.

Establishments associated with confirmed, or suspected cases are also investigated if within the council's area or notified to the appropriate local authority for investigation. The Consultant in Communicable Disease Control, UKHSA North Yorkshire, and the Humber Team with whom exclusion and clearance policies have been agreed, provides expert advice. Analytical services are provided jointly by the UKHSA Laboratory, in York.

– 4.8 – Food Safety Liaison

The council is committed to ensuring the Food Service is consistent with that of neighbouring authorities. Therefore, the council supports several national and local liaison groups to secure this aim.

The council receives and considers/implements guidance from the Food Standards Agency, Local Government Regulation, the Trading Standards Institute, and the Chartered Institute of Environmental Health. For Food Hygiene issues the authority is a member of The Humber Authorities Food Liaison Group, for Food Standards the Yorkshire and Humber Regional enforcement group (YAHTSG). Within North Lincolnshire Council the Food and Safety team are representatives of the Smoke Free Alliance and Communities Group as part of the Public Health Agenda.

– 4.9 –

Food Safety Promotion

The council will continue to operate the National Food Hygiene Rating Scheme. This initiative provides the public with an easy to operate internet-based access to the council's published food safety premises data and that of other local authorities that have joined the national scheme in a format that is easy for the public to understand.

The scheme has provided businesses with a window sticker for optional display on the premises. This is particularly helpful for members of the public who do not have access to the Internet. The publicising of the scoring scheme following inspections of food premises continues to have a positive effect on the compliance levels of businesses in North Lincolnshire and retains its popularity with members of the public who by using the scheme can make informed decisions about their food purchases. Currently the national Food Standards Agency Food Hygiene Rating Scheme website publishes the hygiene ratings of 1331 North Lincolnshire premises on its database as of 7 April 2022.

Promotional work aimed at raising the awareness of issues within the scope of the Service may include newsletters to update businesses on new legislation, relevant initiatives and campaigns, attendance at local events, reference material, press releases and other information on the Councils website/Facebook page.

– 4.10 –

Food Imports & Exports

The Food Hygiene team produce Attestations for local Companies exporting composite food products (foods not containing products of animal origin) or for food products that the importing country allows entry without a formal Export Health Certificate, outside of the United Kingdom following the EU Exit that took place on the 31 January 2021. Additional training for officers was undertaken to ensure that the team has up to date knowledge.

Export health certificates for fish and fish products can be signed by Environmental Health Officers.

The estimated number of Attestations to be generated in 2022/2023 is 400.

An increasing area of work is checking compliance of food products that have been imported into the United Kingdom from the EU and non-EU countries and are being sold in retail establishments inland. Checks include that the products are labelled in English, the products can be legally sold in the United Kingdom in particular products of animal origin, high risk products not of animal origin.

Import control legislation is enforced as appropriate to the circumstances and in accordance with the authority's enforcement policy.



– 5.0 – Resources

The table at 5.1 details the resources that are allocated to each aspect of the food service. Projected statutory workload targets and discretionary activities will reflect the resource available to this service area.

– 5.1 – Staffing Allocation

Designation	Posts	FTE	Level of Authorisations		Food Safety/ Standards Resource (FTE)
			High	Low	
Head of service - Trading Standards & Licensing	1	1			0.04
Assistant Group Manager - Food & Licensing	1	1			0.1
Team Leader - Food & Safety	1	1	√		0.8
Environmental Health Officer (Generic)	2	2	√		1.6
Food & Safety Officers (Ordinary Certificate)	2	1.8		√	1.4
Food & Safety Officer/ Practitioner (High Risk) (Grade 7)	2	1.5	√		1.1
Food & Safety Practitioner (Grade 5)	1	1			0
Temporary Food & Safety Practitioner	1	1			0.8
Total	14	13.3			7.84

– 5.2 – Financial Allocation

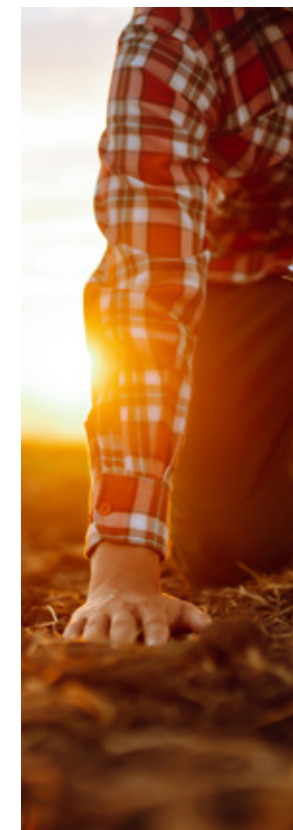
The budget allocation for 2022/2023:

Food Safety	Food Safety
Staff Costs	£290,445
Travel	£4,545
Equipment/Sampling	£6,000
Income	-£43,000
Total	£257,990

– 5.3 – Staff Development Plan

Staffs' individual training needs are identified formally during EPRM held quarterly and reviewed throughout the year. The team completes its own training plan through this process. This formal process does not preclude additional training needs being addressed during the year or prevent staff from taking advantage of other opportunities that may arise. Training will be provided using a range of techniques including formal qualifications; external training courses; online training packages, internal training courses; cascade training; shadowing and mentoring.

The Council supports all members of the team in maintaining continuing professional development (CPD) and encourages its Environmental Health Officers to maintain membership of the Chartered Institute and minimum CPD levels as required by the Food Safety Code of Practice.



– 6.0 –

Peer Auditing

The Food Service will take part in any Inter Authority Auditing (IAA) Programme which will provide a peer review audit by the Humber Authorities Food Liaison Group in line with the Food Standards Agency audit principle, the subject as agreed at the Food Liaison Group Meeting. It will also take part in the national risk rating validation exercise organised by the Food Standards Agency.

– 6.1 –

Quality Assessment

The Service Plan includes several performance indicators against which the Service is assessed:

- Number of Inspections completed
- Number of Alternative Enforcement Strategy completed
- Complaints responded to within three working days

– 7.0 –

Review & Variation Against the Service Plan

This Food Service Plan will be formally reviewed annually to update the Service Plan and assess the previous year's performance. The review process will set out any relevant improvement plan or service development identified as necessary by the review.



Inspection Completed: Food Hygiene 2021/2022:

Indicator	2021/2022 Tagged/tasked	2021/2022 Completed	2021/2022 Outstanding
Percentage of planned Food Safety (Hygiene) Inspections completed (A-D)	A = 1 B = 19 C = 142 D = 228	A = 1 (100%) B = 19 (100%) C = 80 (56%) D = 33 (14%)	A = 0 B = 0 C = 62 D = 195
Alternative Enforcement Strategy (Cat Es)	E = 195	E = 21 (11%)	E = 174
Total	584	154 (26%)	431
Unrated	118	224	

Inspections from previous years	2021/2022 Outstanding	2021/2022 Completed	Outstanding
Percentage of planned Food Safety (Hygiene) Inspections completed (A-D)	A = 1 B = 8 C = 126 D = 202	A = 1 (100%) B = 8 (100%) C = 76 (55%) D = 29 (23%)	A = 0 B = 0 C = 50 D = 173
Alternative Enforcement Strategy (Cat Es)	E = 127	E = 127 (100%)	E = 0
Total	464	241 (52%)	223
Unrated	1,166	619 (53%)	64

Food Standards Inspection completed:

Inspection Carried Out - Food Standards 2021/2022				
Premises Risk Rating	Tagged	Interventions Tasked	Interventions Achieved	Interventions Outstanding
Premise Rating - A	12	12 (100%)	9	3
Premise Rating - B	35	0	23	12
Premise Rating C	178	0	52	37
Premise Rating - Unrated	222	222 (100%)	183	33
Total	568	349	271	



In 2021/2022 the Covid-19 pandemic prevented the inspection programme from being carried out fully as the team were in response mode dealing with complaints, ensuring premises were Covid-19 secure and managing outbreaks. Several premises were also closed due to lockdown, or due to the vulnerability of service users such as Nurseries, Schools, Residential Care homes and a decision was made not to inspect these; to reduce footfall and the spread of Covid-19.

The Food and Safety's teamwork plan has been rebalanced to accommodate resource pressures due to the Covid-19 Pandemic and to ensure the focus is on the high and medium risk premises, A (Hygiene and Standards) and B (Hygiene), unrated premises, premises that have changed operation and urgent reactive work as per the expectations of Local Authorities issued by the Food Standards Agency. These inspections resulted in Officers issuing 383 informal warning letters (hygiene) 127 Warning Letters (Standards) and the service of 4 Hygiene Improvement Notices.

In 2021/2022 there have been 224 new food businesses (unrated) inspected during the year. As part of the Food Standards Agency plan through the Covid-19 pandemic, unrated premises were classed as a high priority and required remote surveillance (telephone) or a visit. In addition, the team are inspecting the unrated premises for Food Standards, where possible this is being completed at the time of the Food Hygiene inspection, 183 Food standards unrated inspections have been conducted.

The continuing popularity of the national Food Hygiene Rating Scheme also generated additional workload as businesses recognise the commercial value associated with full compliance with food laws. The completion of the inspection programme (Food Hygiene and Food Standards) and the inspection of new premises that are received through food registrations within 28 days is challenging. 216 food premises registrations have been received in 2021/2022.

Additional inspections carried out outside the programmed inspections for Food Safety.

Action	2021/2022 (Actual)
New premises inspected: Hygiene	224
New premises inspected: Standards	183
Requested Re-inspections	17
Complaint Inspection	7
Total	431

Alternative enforcement strategies for the delivery of official controls at low-risk premises has not been carried out in 2020/2021 due to the Covid Pandemic.

Alternative enforcement strategy actions

Action Food Safety	2021/2022 (Actual)
Category E Questionnaires sent	372
Category E Questionnaires returned	232
Category E Questionnaires not returned	140
Category E (Desk top inspection)	159
Category E Inspection	21
Food AES	0

– 7.2 –

Service Requests / Complaints

Complaints about food businesses and food products manufactured or sold in North Lincolnshire from consumers and business proprietors provide valuable intelligence regarding legal compliance and general standards. All complaints have been thoroughly investigated and appropriate guidance given, or enforcement action taken.

The number of Food Safety complaints received into the Food Safety Team in the year 2021/2022

Action Food Safety	2021/2022 (Actual)
Number Food Safety Complaints	37
Number Food Premises complaints/unhygienic premises/practices	54
Other Food problem/other food premises problems	59
Safer Food Better Business enquiry	30
Food Safety complaints	3
Food general enquiry	101
Food Hygiene Rating Scheme enquiry	3
Freedom of information request	4
Food premises registration enquiry	8
New food premises	2
Food legislation enquiry	0
Food Standards complaints	44
Total	345

– 7.3 –

Advice to business

The number of requests for Food Business advice - Food Hygiene/Food Standards

Action	2021/2022 (Actual)
Free Business Advice	41
Chargeable Business Advice - Start up Package	0

– 7.4 –

Food Safety Sampling

Sampling is recognised as an important part of the enforcement and monitoring of food safety compliance. The team sampling programme has regard to the inspection programme, centrally co-ordinated FSA and UKHSA sampling initiatives, local and topical issues. During the year 2021/2022 8 Private Water supplies were sampled. The Private Water Supply Regulations 2013 required risk assessments to be conducted for premises that have two or more properties using a private water supply or use the water in commercial premises and for the water to be tested on a regular basis.

Currently we are sampling 8 supplies, 2 of which are sampled twice a year.

Number of water and food samples taken and number of Unsatisfactory results.

Action	2021/2022 Number of samples taken	2021/2022 Number of Unsatisfactory
Private Water Supplies	14	8
Main Water Samples	1	0
Food & Environment Samples	234	45
Food & Environment Re-samples	58	0
Food Standards sampling	0	0
TOTAL	307	53

– 7.5 –

Food Alerts

Food alerts are sent to the Food Safety Team to inform us of any withdrawal of food items from sale.

The number of Food Alerts received in 2021/2022.

Action	2021/2022 (Actual)
Notices of Product withdrawal/recall	53
Food alerts for information (allergens included)	75
Food alerts for action	0
Total	126

– 7.6 – Control and Investigation of Outbreaks and Food Related Infectious Diseases

The team worked closely with the UKHSA in providing an investigatory and advisory service for notified cases of food borne infectious disease.

Number of Infectious Disease Notifications and Suspected Food Poisoning.

Service Request	2021/2022 (Actual)
Infectious Disease Notifications/ Investigations - reported by the UKHSA	22
Suspected Food Poisoning - reported by members of the public	33
Total	55



– 7.7 –

Food Safety Liaison

The Food and Safety Team are statutory consultees for Premises Licenses and Street Trading Consents.

Number of consultations received in 2021/2022.

Consultations	2021/2022 (Actual)
Premises Licence	50
Street Trading	21
Total	71

– 7.8 –

Peer Review

Peer review other activities included participation in the Inter Authority Audit regime with members of the Humber Authorities Food Liaison Group and the Food Standards Agency consistency exercise for scoring premises using the National Food Hygiene Rating Scheme. A consistency rating exercise was undertaken by the FSA in the year 2021/2022, following participation we were found to be consistent with other Local Authorities. The decision to not complete the Inter Authority Audit was a Humber Food Liaison group decision due to the Covid-19 pandemic.



– 7.9 –

Performance Indicator 2021/2022

Performance Indicator to respond to complaints/service requests within three working days.

	Target 2021/2022	Actual 2021/2022
Complaints/enquiries to the service within three working days	95%	99%

In May 2021 we recruited to two temporary Food and Safety Practitioners full time posts. One of the successful applicants is focusing on Health and Safety work that is freeing the Authorised Officers time for completion of food hygiene and food standards work. The second applicant is supporting officers by completing information gathering work such as the Alternative Enforcement Strategy work for low-risk premises.

In September 2021 we employed an Apprentice Environmental Health Officer who is currently working towards the Environmental Health degree. During the year we had a Food and Safety Practitioner leave the Authority.

– 7.10 –

Recruitment

In May 2021 we recruited two temporary Food and Safety Practitioners full time posts. One of the successful applicants is focusing on Health and Safety work that is freeing the Authorised Officers time for completion of food hygiene and food standards work. The second applicant is supporting officers by completing information gathering work such as the Alternative Enforcement Strategy work for low-risk premises.

In September 2021 we employed an Apprentice Environmental Health Officer who is currently working towards the Environmental Health degree. During the year we had a Food and Safety Practitioner leave the Authority.

– 7.11 –

Formal Action Prosecutions

With regards to prosecutions, one prosecution was concluded in court during 2021/2022, this was for a takeaway that had a cockroach infestation. The Food business operator was found guilty for three offences.

– 7.12 –

Integration of food standards

Work has been carried out to update procedures, forms and to increase the level of knowledge and competency of members of the team by undergoing additional training. In the Previous Service plan we aimed to conduct a project to complete inspections of all butchers within North Lincolnshire to ensure consistent advice is provided and there is a level playing field for this sector. This has been carried out.

– 7.13 –

Future Considerations

- As businesses are reopening after the easing of restrictions there is an increase in service requests, the level of compliance in food businesses is reducing.
- To carry out FSA “Local Authority Recovery Plan” as the minimum expectation for Local Authorities.
- To carry out FSA guidance in relation to contacting all those businesses that have put in a food registration signposting them to food safety advice.
- To continue to integrate the Food Standards service into the team by improving record keeping, continuing development of forms, monitoring performance with regards to food standards to mirror food hygiene element of the service.
- To develop an Alternative Enforcement Strategy for C rated premises for Food Standards.
- To establish performance indicators for Standards/Hygiene, to implement any changes these reports have identified.

