

# **FOOD SERVICE PLAN**

**2021-2022**



# FLINTSHIRE COUNTY COUNCIL

## FOOD SERVICE PLAN 2021-22

### INTRODUCTION

The Service Plan relates to the year commencing 1st April 2021 and ending 31st March 2022.

It covers the service provision for the Food Safety, Food Standards and Feed functions of Flintshire County Council.

The purpose of this Plan is to provide:

- Information about the scope of the Service.
- Information about the services provided.
- Information about the means of Service provision.
- Information about performance of the Food Service against Performance Targets set out in the Plan as well as against national or locally defined Performance Indicators.
- Information relating to reviewing performance in order to address any variance from meeting the requirements of the Service Plan.

Service Plans are usually produced annually to allow for meaningful review and progression, in accordance not only with the requirements of the Food Standards Agency (FSA) “Framework Agreement on Local Authority Food Law Enforcement” but also with the principles of the “Wales Programme for Improvement”. In respect to Feed, this function is delivered as part of the FSA Funded North Wales Regional Feed Enforcement Delivery Plan, with all inspection and sampling targets being reviewed and set annually by FSA Wales. However, the effect of the COVID-19 pandemic on service delivery has led it being severely impacted. As such, no service plan was written for 2020-2021 as most Food and Feed programmed work was suspended.

This Service Plan also forms part of the Authority’s commitment to delivering the aspirations of the Local Service Board to provide citizen centred services and to work in collaboration and co-operation.

**FLINTSHIRE COUNTY COUNCIL  
FOOD SERVICE PLAN 2021-22**

<b>CONTENTS</b>	<b>Page No.</b>
<b>1.0 SERVICE AIMS AND OBJECTIVES</b>	
1.1 Aims and Objectives	1
1.2 Links to Corporate Objectives and Plans	1-3
<b>2.0 BACKGROUND</b>	
2.1 Authority Profile	3
2.2 Organisational Structure	3-4
2.3 Scope of the Food Service	4-5
2.4 Demands on the Food Service	6-10
2.5 Enforcement Policy	11
<b>3.0 SERVICE DELIVERY</b>	
3.1 Food Premises Inspections	11-14
3.1.1 Additional Targeted Inspection/Enforcement Activity	14
3.1.2 Resources for Inspections and Additional Enforcement Activity	14-15
3.2 Food/Feed Complaints	15-16
3.3 Primary Authority Principle	16
3.4 Advice to Business	16-18
3.5 Food Inspection and Sampling	18-20
3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease	20
3.7 Food/Feed Safety Incidents	20-21
3.8 Liaison with Other Organisations	21-22
3.9 Food Safety & Food Standards and Feed Promotion	22-23
<b>4.0 RESOURCES</b>	
4.1 Financial Allocation	23-24
4.2 Staffing Allocation	24-27
4.3 Staff Development Plan	27-28
<b>5.0 QUALITY ASSESSMENT</b>	
5.1 Quality Assessment	28-29
<b>6.0 REVIEW PROCESS</b>	
6.1 Review against Service Plan	29-30
6.2 Identification of Any Variation	30
6.3 Key Areas of Improvement / Development 2021-2022	30-31
6.4 Forthcoming Considerations	31
<b>APPENDIX 1</b>	
Organisational Charts for the Service	
Chart 1 – Organisational Structure of Flintshire County Council	32
Chart 2 – The Cabinet Structure of Flintshire County Council	33
Chart 3 – The Organisational Structure of the Food Team within the Community and Business Protection Service	34
<b>APPENDIX 2</b>	
Profile of Programmed Inspections 2021-2022	35-36
<b>APPENDIX 3</b>	
Performance 2020-2021	37-39

## 1.0 SERVICE AIMS AND OBJECTIVES

### 1.1 Aims and Objectives

The aims of the Food Service are to:

1. Promote, through education and enforcement, the sale and/or production of food which is fit and without risk to health.
2. Prevent and control the spread of food borne illness through education and enforcement.

These will be achieved by:

- (a) Providing a complete and holistic food law enforcement service covering the areas of food hygiene and safety, food standards and animal feed in accordance with relevant food legislation and Codes of Practice, thereby fulfilling statutory obligations.
- (b) Providing a responsive service to demand driven elements such as food safety incidents, outbreaks of food related infectious disease, complaints and request for advice from both businesses and members of the public, in accordance with relevant statutory Codes of Practice
- (c) Assisting businesses to comply with all relevant legislation by using a balance of techniques and approaches in order to ensure the safety and well being of the Public and of the environment in line with the Public Protection Enforcement Policy 2010.
- (d) Maintaining an up-to-date database of all food establishments in the County so that resources can be effectively defined and utilised to meet statutory, national and locally defined targets of inspection, sampling, specific initiatives and tasks set by FSA Wales, other agencies, or based on local need.
- (e) Providing an open and transparent Food Service with clear lines of communication for all service users.

### 1.2 Links to Corporate Objectives and Plans

The Food Service links to the Well Being Plan and the Council Plan. There are five key priorities contained in the Well Being Plan, these are:

- Community Safety
- Economy and Skills
- Environment
- Healthy and independent Living
- Resilient Communities

The Food Service Plan has direct links with the Council Plan 2017 – 2023. The Council Plan sets out the full list of the Council's seven priorities for the period 2017 – 2023. Each year, sub-priorities are chosen which will receive significant attention over a particular year and where we will make a bigger impact.

The Food Service sits within the Community and Business Protection Service of the Planning, Environment and Economy Portfolio. Each Service area within Community and Business Protection writes annual Operational Action Plans, which have been informed by a range of external and internal drivers and through a greater focus on robust risk assessment, intelligence led intervention, targeting and performance management. All team members contribute to devising the Operational Action Plans for each Service Area. Due to the impact on service delivery of the pandemic, this plan also links in with the Portfolio Business Recovery Plan and the Risk Register for the COVID-19 response.

Food and Feed Law regulation is a statutory duty of the Council. Targets to be achieved are set in relation to both National Performance Accountability Measures and Service Improvement Data. A Corporate Performance Management System termed InPhase, monitors performance of all services within the Council. The areas reported on are the Performance Accountability Measure, “the percentage of premises Broadly Compliant with Food Hygiene Legislation”. This is reported annually.

The following Service Improvement Data is also usually monitored and reported on within the Service Plan:

- (a) Percentage of Food Safety inspections undertaken
- (b) Percentage of Food Standards inspections undertaken
- (c) Percentage of new businesses inspected for Food Safety and Food Standards
- (e) The percentage of Feed inspections carried out
- (f) The percentage of new businesses inspected for Feed

The Food Service will continue to implement performance management systems to improve the efficiency and effectiveness of service delivery in a meaningful way to the citizens of Flintshire. For this financial year, the performance monitoring will focus on the performance of the service against the Food Standards Agency COVID-19 Local Authority Recovery Plan: guidance and advice to local authorities for the period from 1 July 2021 to 2023/24. This is to ensure our resources are targeted where they add the greatest value in providing safeguards for public health and consumer protection in relation to food and to maintain the credibility of the Food Hygiene Rating Scheme.

## 2.0 BACKGROUND

### 2.1 Authority Profile

Flintshire is a Unitary Authority. The County has an area of 43,464 hectares and a population of approximately 152,700 as per the 2011 Census. It is made up of a mixture of small towns and conurbations, particularly to the south and predominately rural and agricultural land located in the north. The population is subjected to small seasonal fluctuations due to influx of tourists to the area. It has a number of industrial estates on which many manufacturers including food manufacturers are located, as well as headquarters for several food manufacturers including one large national food retailer. The coastal edge of Flintshire County Council abuts the Dee Estuary upon which cockle and mussel beds are situated and there is a small port located at Mostyn.

### 2.2 Organisational Structure

The Food Service sits in the Community and Business Protection Service within the Planning, Environment and Economy portfolio area. The responsibility of the Food and Feed service sits under the Team Manager – Food Safety and Food Standards, with the line management of most Feed officers being the responsibility of the Team Manager - Trading Standards Compliance and Animal Health as these Feed officers also undertake other Trading Standards functions such as Animal Health. Both team managers report in to the Community and Business Protection Manager. The organisation structure of the Food Service is illustrated on the chart detailed in Appendix 1. Appendix 1 also includes the Management and Cabinet structure of the Council.

The Lead Officer for Food Safety and Food Standards is the Team Manager – Food Safety and Food Standards. The Lead Officer for Feed is a Trading Standards Officer.

### 2.3 Scope of the Food Service

Specialist services are provided by Public Health Wales and Public Analyst Scientific Services as the Public Analyst.

The scope of the respective component parts of the service are detailed below:

#### Food Safety

- Enforcement of relevant food safety and food hygiene legislation in all food establishments in Flintshire
- Registration of food businesses and approval of premises subject to compliance with product specific legislation such as meat products, fish, shellfish, fishery products and dairy products
- Implementation of the Food Hygiene Rating (Wales) Act 2013
- Investigation of food complaints that relate to fitness of food for human consumption and complaints that relate to the nature, substance or microbiological quality of the food, taking appropriate action as necessary
- Investigation of all complaints which relate to hygiene matters (premises, practices, personnel) in food businesses
- Investigation of sporadic cases of food-related notifiable diseases and suspected cases of food poisoning
- Investigation and control of outbreaks of food poisoning and food-related notifiable diseases
- Response to Food Alerts and food related incidents taking appropriate action as necessary
- Advice to new and existing business, responses to plans, licensing and land charges referrals
- Providing relevant export attestations to businesses who are exporting
- Act as Home and/or Originating Authority for other companies where necessary
- Undertake food sampling in accordance with the Sampling Programme
- Educational and promotional initiatives, when appropriate and based on local need

#### Food Standards

- Respond to requests for consumer advice in matters regarding food standards, labelling and

composition

- Undertake a pre-planned programme of visits to food premises within Flintshire
- Investigation of complaints relating to the nature, quality or substance of food and complaints relating to mislabelling of food taking appropriate action as necessary
- Provide advice, information and assistance to food businesses
- Undertake food sampling in accordance with the Sampling Programme and in response to incidents
- Undertake promotional and educational initiatives, when appropriate
- Act as Home Authority and Originating Authority for other food businesses within Flintshire where necessary

#### Feed

- Undertake a pre-planned programme of visits to feed premises within Flintshire
- Undertake a pre-planned programme of targeted Feed sampling
- Provide advice, information and support to feed business operators, including manufacturers, distributors, and users of feed products
- Investigation of complaints relating to feedstuffs and complaint-based sampling of feed as required as part of complaint investigation

The Service Delivery Point for the Food Safety, Food Standards and Feed Service is Ty Dewi Sant, Ewloe. For all of the above, the Service Delivery Points are usually open during normal office hours of 8.30 a.m. – 5.00 p.m.

During the pandemic service delivery was reviewed to reflect the 'Working from home, wherever possible' steer from Central Government in response to the pandemic. This steer has continued in to 2021-22 with the team predominantly working from home, when not on-site with a skeleton provision being office-based. A much reduced physical presence in the office is provided by the team.

There is no official "out of hours" provision. However, there is a call centre who will contact team members should specific scenarios be reported to them which includes Food-related incidents.

## 2.4 Demands of the Food Service

There are 1446 food premises in Flintshire. Of those that require registration, a full breakdown by activity type is provided below:

**Table 1 : Breakdown of food premises in Flintshire by FSA activity type**

<b>Premises Type</b>	<b>Number</b>
Primary Producer	6
Supermarket / Hypermarket	38
Manufacturers / Packers	50
Retailer – Others	53
Importers / Exporters	0
Distributors / Transporters	46
Small Retailer	251
Restaurant / Café / Canteen	222
Hotel / Guest House	17
Pub Club	162
Takeaway	135
Caring Establishments	185
Schools / Colleges	82
Mobile Food Unit	42
Restaurant and Caterers – Other	143

There are 24 premises approved under EU Regulation 853/2004 as they handle products of animal origin. These regulations place additional control measures on these types of premises and on the Local Authority.

The types of food manufacturers within Flintshire vary greatly in the types of processes they use to produce food. These range from cooked meat and ready meal manufacturers with national distribution, through to an on-farm milk pasteuriser supplying milk locally and shellfish dispatch centre. The diversity in the types of manufacturers operating within the County places a significant demand on the breadth and depth of knowledge required by officers within the Team.

### Dee Estuary and Shellfish

The Dee Estuary has two actively fished cockle beds falling within Flintshire's jurisdiction. The remaining beds fall within Wirral Council's jurisdiction. Given the nature of the estuary, the shellfish beds place significant demands on the Team, particularly during the six month cockle

opening season. One of the beds has a seasonal A classification, between August and May, meaning that cockle harvested from this bed during these months is considered safe to consume without any further processing and can be exported to the EU.

The management of the Dee accounts for a large portion of the Sampling Budget due to the statutory sampling of the water and shellfish for both microbiological classification and for algal biotoxin monitoring.

In addition to the shellfish beds on the Dee, there are several companies operating as buyers, grading yards and / or collection points for cockle harvested elsewhere within the UK at different times throughout the year. This has placed significant demand on the service and it is anticipated this will continue throughout 2021-22. There is now 1 approved Dispatch Centre for shellfish, who have recently been approved under Regulation 853/2004.

Enforcement on the Dee involves a cross-agency partnership working with National Resources Wales, Wirral Council, the Centre for Environment, Fisheries and Aquaculture Science (CEFAS), other Local Authorities, the North Western Inshore Fisheries and Conservation Authorities and FSA Wales.

There are 53 licensed cockle gatherers for the Dee Estuary with a low number of endorsees. There are also 18 registered fishing vessels spread over 13 fishermen. These fishing vessels have been inspected during March 2020 to June 2021. A commitment had been provided in the annual return to the FSA to complete this work.

#### Port Health

There is a port at Mostyn. The service has responsibility in relation to ships coming in to port requiring a Ship Sanitation Certificate or a food hygiene inspection.

#### Food Hygiene Rating (Wales) Act 2013 and associated legislation

Since 28th November 2013, the Food Hygiene Rating (Wales) Act 2013 mandated businesses with a food hygiene rating to display a valid food hygiene rating sticker. The administration of this Act accounts for a considerable volume of work for the Team.

The introduction of the Food Hygiene Rating (Promotion

of Food Hygiene Rating) (Wales) Regulations 2016, required takeaway food premises to provide a prescribed bi-lingual phrase on promotional literature which contains a price of the food and a method of ordering it remotely.

The Service is committed to delivering the requirements of the Food Hygiene Rating (Wales) Act 2013 and its associated regulations.

### Premises Profile

The premises profile, as defined in the Food Law Code of Practice (Wales) July 2021, is detailed in Table 2:

**Table 2: Breakdown of premises profile by risk band for Food Safety and Food Standards.**

FOOD STANDARDS			FOOD SAFETY			
Risk	Min.	No. of		Risk	Min.	No. of
High	12 months	9	High	A	6 months	1
				B	12 months	22
Medium	2 years	369		C	18 months	429
Low	5 years	891	Low	D	2 years	289
				E	3 years	551
OUTSIDE		13		OUTSIDE		14
UNRATED		164		UNRATED		140
<b>TOTAL</b>		<b>1446</b>		<b>TOTAL</b>		<b>1446</b>

Please note: there are 5 bands of risk for Food Safety, with A to C being deemed to be High Risk and only 3 bands of risk in Food Standards, with only A being deemed High Risk.

### Feed

Under the EU Feed Hygiene Regulation (183/2005) feed activities are clearly defined and are broken down in to 'Approved' and 'Registered' feed activities. Activities requiring Approval include any activity involving the manufacture and/or placing on the market of feed additives including zootechnical products (the technology of animal husbandry), with all such activities being classed as high risk. There are currently no businesses in Flintshire that have an Approval under the Regulations.

'Registered' feed activities are all other feed activities that

are undertaken of which there are 14 registerable feed activities defined and coded by the FSA these are termed as 'R Codes' and run consecutively from R01 (the highest risk activity) through to R14 (the lowest risk activity).

**Table 3: Breakdown of Feed premises by activity type**

R01 - Manufacturer	2
R04 – Mobile Mixer	1
R05 - Distributor	8
R07 – Supplier of Surplus Food	21
R08 - Transporter	2
R09 - Stores	1
R10 – On-farm mixer (Annex II)	4
R11 – On-farm mixer	27
R12 – Co-product producer	5
R13 – Livestock Farm	401
R14 – Arable Farm	5

The diversity in the types of Feed Businesses operating and activities being undertaken within the County places a significant demand on the breadth and depth of knowledge required by officers within the Team.

Following a review by FSA Wales in 2014 of the delivery of Animal Feeding Stuffs Enforcement across Wales, the system for risk assessing feed activities was simplified with all registerable feed activities across Wales being broken down in to one of two categories based on risk. These two categories are referred to as '*Above the Line*' and '*Below the Line*'. Above the line activities are high risk activities, which include businesses undertaking any 'Approved' feed activity and those engaged in 'Registered' feed activities involving production, processing, storage, transportation, sale of feed, or supply of food co-products, or surplus foods for use in animal feed and ultimately human consumption as part of the human food chain. These activities require a 'qualified' and 'competent' officer to inspect them.

Below the line activities are the low risk activities that include premises that are feeding animal feed stuffs to livestock or growing straight feed crops that are to be consumed in their natural state such as silage. This applies to all of Flintshire's farms. These activities have a lower requirement for officers to be able to perform these activities, requiring that an officer be 'competent' to complete this work.

Since 1<sup>st</sup> April 2015, the number of inspections of feed

premises has been determined by FSA Wales in the form of the 'North Wales Feed Enforcement Delivery Plan'. The plan for 2020-21 required Flintshire to inspect premises across the county for a total of 106 registered feed activities, 5 of these were above the line with the remaining 101 being below the line. However, due to the pandemic and the temporary suspension of proactive inspections for a large part of the year, a total of 3 inspections were achieved, these were all above the line inspections.

The breakdown of inspections by R code for 2021/22 is 69 inspections in total. The full breakdown is provided in Appendix 2.

The breakdown of the Feed premises profile is detailed below by risk band:

**Table 4: Breakdown of the premises profile by risk band for Feed.**

<b>FEEDINGSTUFFS</b>		
<b>Risk</b>	<b>Frequency of Inspection</b>	<b>Total no. of registered activities subject to inspection</b>
High	Every 3 years (as per Feed Law Code of Practice)	71
Low / Medium	Every 14 years (as per Feed Law Code of Practice)	406
<b>TOTAL inspectable registered activities</b>		<b>477</b>

The vast majority of food business owners are English speaking with a minor requirement for written reports in Welsh. All advisory literature is produced bilingually in accordance with the Welsh Language Standards of the Council which came in to force on 30 March 2016. Approximately 14% of residents in Flintshire are recorded as Welsh speaking.

Approximately 4% of food businesses are of ethnic origin (Asian, Chinese, Turkish and Greek) and once again advisory literature is available in a range of ethnic languages to assist in understanding.

## 2.5 Enforcement Policy

The Food Service undertakes enforcement in accordance with the Public Protection Enforcement Policy which has been updated and approved by Members in 2010. This policy has been based upon the principles of the Enforcement Concordat adopted by Members in September 2000 and the Regulators Compliance Code.

There is also an Enforcement Policy for residents entitled “Regulation and Enforcement – Involving Local Residents”, which was approved by Council in September 2011.

## 3.0 SERVICE DELIVERY

### 3.1. Food Premises Inspections

The Food Service usually carries out inspections in accordance with pre-planned programmes drawn up annually and commencing on 1st April each year, to coincide with the reporting requirements for the Service to the Food Standards Agency Wales, as part of the Local Authority Enforcement Monitoring System (LAEMS). These inspection programmes are based on the risk rating of the premises. However, due to the significant impact on service delivery of the pandemic, the usual method of determining and implementing a planned inspection programme had to be suspended.

The majority of food-competent officers were moved over to COVID-19 related work supporting care homes, schools and workplaces, providing a seven day per week service. Feed officers were moved to deliver the requirements of the Coronavirus regulations in relation to business opening and control measures.

During 2020-21, the FSA regularly reviewed their steer to local authority Food and Feed delivery teams as to the priorities for the service, taking in to account the significant and wide-ranging impact of the pandemic on the service. This meant that during 2020-21, the priorities for inspection were those outlined in FSA regular notes.

#### Food Safety and Food Standards

The performance of the Food Safety and Food Standards Team against the service priorities outlined by the Food Standards Agency regular notes was good with Category A, Category B, non-broadly compliant C and new businesses being prioritised for inspection. Additionally, the FSA had directed that all fishing vessels registered in the local authority area had to be inspected as part of the impact of EU Exit.

The service achieved a total of 94 food hygiene inspections and 76 Food Standards inspections in 2020-21. In addition to the suspension of the normal programme of work, the ability to inspect was tempered by Wave 1 and Wave 2 of the pandemic such as; the number of businesses that temporarily closed as a result of the lockdowns; several of the Category B premises are care homes and so there were COVID-specific considerations that led to these not being prioritised for inspection during Wave 2 of the pandemic; food manufacturers, as large employers, had COVID-19 incidents within their workforce and so this aspect of public health was given priority.

There is a Public Accountability Measure in place, namely the percentage of businesses which are Broadly Compliant with Food Hygiene legislation. For 2020-21, this figure has dropped slightly from 97.8 to 97% of food businesses within Flintshire falling into this category. However, this is still within our Target for this PAM.

One area that was not fully achieved was the inspection of all fishing vessels. However, this was prioritised for action in the beginning of 2021-22 and this has since been achieved.

From the premises database, there are 674 Food Hygiene inspections which are overdue from 2021-21 and 441 overdue for Food Standards from 2020-21. When these are added to those due in 2021-22, this gives totals of 1171 Food Hygiene inspections and 869 Food Standards inspections.

Given this unprecedented volume of overdue inspections, the FSA's Local Authority Recovery Plan provides a clear steer on priorities and timeline by which each priority is to be achieved. This recovery plan runs from July 2021 to March 2023.

In line with the FSA's Local Authority Recovery Plan, 140 new businesses have been prioritised for inspection to date for both Hygiene and Standards, 2 Category A Food Hygiene Inspections, 23 Category B Food Hygiene inspections and 14 non-broadly compliant Category C Food Hygiene inspections. The service will also endeavour to inspect 90% of all of those businesses that begin to trade during the remainder of the year. The service has prioritised all 12 Category A Food Standards inspections to be achieved by the end of March 2022, which is in line within the FSA's recovery plan which

states that local authorities should, where they can, move at a faster pace in realigning with the intervention frequency and other provisions set out in the Food Law Code of Practice.

In practice this means the service has a target of 179 Food Hygiene inspections (plus 2 further in-year inspections for the Category A Food Hygiene premises) and 174 Food Standards inspections by the end of March 2022, with 90% of any additional food premises inspected for both Hygiene and Standards that we become aware of during the remainder of the year.

The key objectives for the coming year in relation to programmed inspection and enforcement work are:

#### Food Safety

- New businesses – overdue from previous year and those we become aware of during 2021/22
- Category A risk rated premises
- Category B risk rated premises
- Non-broadly compliant Category C rated premises
- To follow the requirements of the Food Hygiene Rating (Wales) Act 2013 and associated regulations
- To revisit all premises receiving a Food Hygiene Rating of 2 or lower to assess compliance, in line with the All Wales Revisit Policy

#### Food Standards

- New businesses – overdue from previous year and those we become aware of during 2021/22
- Category A risk rated premises
- To revisit all premises with major non-compliance with Allergen Information requirements.

A full breakdown of premises programmed for inspection 2021-2022 by risk band is given in Appendix 2.

There were only 5 revisits for Food Hygiene and Food Standards in 2020-21. However, this is not indicative of the anticipated resource needed for revisits in 2021/22 due to the much reduced number of proactive inspections undertaken last year. We anticipate that the number of revisits required will increase both due to the increase in number of full inspections undertaken and due to a potential drop in compliance levels found.

## Feed

For 2020-21, the FSA-directed inspection programme allocated 106 inspections to Flintshire, 5 Above the Line, 101 Below the Line. However, due to the pandemic and the suspension of Feed inspections only 3 inspections were carried out, all Above the Line.

As there is a considerable number of overdue inspections from last year and inspections due in this year, risk assessment has been applied to prioritise which inspections should be undertaken. As such, all Above the line inspections due / overdue have been prioritised for inspection. For Below the Line premises, the inspections have been prioritised as per:

- Farms that are not registered but are known to keep livestock by other information sources
- Farms that have registered for Feed but have not yet been inspected
- Farms that are significantly overdue their Feed inspection

The target for programmed inspections for 2021-22 is 69 inspections. The breakdown of these by the premises activity code is detailed in Table C in Appendix 2.

### 3.1.1 Additional Targeted Inspection/ Enforcement Activity

Additional targeted inspection and enforcement activity due to be undertaken is as follows:

- Shellfish – compliance assessment with the completion of registration documents
- Effective and professional liaison and co-operation with other LA's and Regulatory Delivery relating to Primary Authority (PA) matters.
- Investigation of notified food safety related fraud incidents, such as illegal slaughter of meat, including referrals made anonymously.
- Issue of Ship Sanitation Certificates for incoming vessels to the Port of Mostyn.
- Appropriate response and liaison with other agencies for Civil Contingency matters.

### 3.1.2 Resources for Inspections and Additional Enforcement Activity

## Food Safety and Food Standards

The programmed food hygiene inspections will be undertaken by Environmental Health Officers (EHO) and

Food Safety Officers (FSO). A full breakdown of resources is given in 4.2 – Staffing Allocation. Food Standards work will be carried by our Trading Standards Officer, EHOs and FSOs.

Other areas of Trading Standards work within food premises such as Weights and Measures will be carried out by the Trading Standards Officer within the Food Team. This places an absolute requirement for a fully competent Trading Standards Officer to be within the Team.

#### Feed

All aspects of Feed work will be carried out by 0.2 FTE fully qualified Trading Standards Officer and 0.4 FTE Trading Standards Enforcement Officer. This work is to be distributed across 7 officers who are qualified and/or competent in accordance with FSA Feed Law Code of Practice requirements. 5 of the Feed officers are based in the Trading Standards Compliance and Animal Health Team and 2 officers are based in the Food Safety and Food Standards team.

### 3.2 Food/Feed Complaints

Food complaints cover the full range relating to fitness for human consumption, presence of extraneous matter in foods, microbial contamination and Food Standards issues such as food labelling, chemical adulteration and spoilage of food.

It is the policy of the Food Service to investigate all food complaints reported including those made anonymously.

#### Food Safety and Food Standards

All food complaints are dealt with in accordance with the Food Law Code of Practice (Wales) July 2021, having regard to the documented Public Protection Enforcement Policy 2010.

Based on data for previous years, the estimated number of Food Safety and Food Standards complaints is between 110 and 140.

Please note the above figures do not indicate dealing with food complaints referred by other Local Authorities when acting as Home or Originating Authority.

### Feed

All feed complaints will be dealt with in accordance with the Feed Law Code of Practice (Wales) 2014, having regard to the documented Public Protection Enforcement Policy 2010.

The number of Feed related complaints received by the service is low, typically no more than 3 a year.

### 3.3 Primary Authority Principle

#### Food Safety and Food Standards

Flintshire County Council subscribes to both the Primary and the Home Authority Principle. The Food Service acts as both Home Authority and/or Originating Authority for approximately 50 food businesses.

Flintshire is also committed to improving relationships with business and will continue to develop relationships with business and encourage effective business engagement at all times.

#### Feed

There is currently no formal Primary Authority relationship between FCC and any Flintshire based Feed Business Operator.

### 3.4 Advice to Business

The policy of the Food Service is to provide a balanced approach between the provision of advice and enforcement activity. The Service is committed to providing an effective and responsive advice and assistance service, both during inspections or upon request, for all Flintshire businesses, including a service in accordance with the Regulatory Delivery Primary Authority Principle and the Local Government Regulation (previously LACORS) Home Authority Principle.

In addition, the Service provides advisory literature, (either produced nationally or in-house) to businesses to assist them with compliance with relevant legislation.

During 2020-21, advice to business included contacting 108 pubs and 120 food businesses with takeaway provision proactively to provide an offer of advice and support to in relation to changes they were making in

food handling processes to allow them to keep trading during the initial lockdown.

### Food Safety and Food Standards

In order to maximise the use of limited resources, advice is targeted as follows:

- During inspections and as part of follow up documentation.
- Start-up advice on request.
- Through guidance information available on the Food Team's website pages.
- Distribution of relevant food safety and food standards material to food businesses.
- Advice and information is given to businesses requesting guidance either by telephone, email or post.

Based on data from the last 3 years, the estimated number of requests for advice is anticipated to be approximately 160 - 200 in relation to Food Safety and Standards. Advice to businesses is provided by all members of the Team.

Targeted business advice will be provided in relation to 'Natasha's Law', whereby from 1 October 2021, the requirements for prepacked for direct sale (PPDS) food labelling changed in Wales, England, and Northern Ireland. This labelling helps protect consumers by providing allergen information on the packaging.

Any business that produces PPDS food is required to label it with:

- the name of the food, and
- a full ingredients list, with allergenic ingredients emphasised within the list

Prepacked for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves (e.g. from a display unit), as well as products kept behind a counter.

### 3.5 Food Inspection and Sampling

#### Feed

Flintshire is committed to supporting feed businesses and working with them to enable compliance with all regulatory and best practice standards, and to protect animal health and welfare, and the human food chain. In order to maximise the use of limited resources, advice is targeted as follows:

- During inspections and as part of follow up documentation.
- Start-up advice on request to new businesses.
- Through sign posting to guidance information available on the Trading Standards Wales and FSA Wales websites.
- Distribution of relevant feed hygiene and standards material to feed businesses.
- Advice and information is normally given to businesses requesting guidance either by telephone, e-mail or post, or where appropriate through a visit to the business operator by an officer

#### Food Safety and Food Standards

Sampling will be carried out in accordance with the documented Sampling Policy for the Food Service which was referred for Member Approval in July 2001. The sampling programme is devised so that the procurement of samples will follow a risk based approach. The programme takes in to account statutory requirements as well as the requirements of the FSA, the Welsh Food Microbiological Forum and local need.

Samples taken for Food Standards issues are submitted for analysis by the formally appointed and NAMAS accredited Public Analyst for the Council (and Agricultural Analyst for Animal Feed purposes):

Public Analyst Scientific Services  
Valiant Way  
Wolverhampton  
WV9 5GB

Samples taken as part of the Sampling Programme for Food Safety issues are submitted for microbiological examination by the designated and NAMAS accredited laboratory of:

Public Health Wales  
Ysbyty Gwynedd  
Penrhosgarnedd  
Bangor

Each Local Authority is allocated sampling accreditation by Public Health Wales.

The Food Sampling Programme does not preclude the need to undertake reactive sampling e.g. as a result of a food complaint or during food poisoning investigations. Sampling undertaken as part of an Infectious Disease Notification or Outbreak are sent to the laboratory at Ysbyty Gwynedd, Penrhosgarnedd, Bangor.

A member of the team attends the WFMF, which is responsible for devising Food Safety Sampling Surveys across Wales, based on risk assessment and intelligence to better target resources at particular foods or food poisoning organisms of concern within the UK.

Samples are taken as part of programmed inspections at manufacturers and premises where product specific legislation applies. The budget for sampling will remain the same as it was in 2020-21.

Given the effect of the pandemic on service delivery, sampling will be undertaken at a reduced level.

The anticipated number of samples for Food Standards is around 20 including samples taken for labelling checks, both as planned sampling and as a result of a complaint received. The service will take part in a regional sampling programme for vegan / vegetarian claims and alcohol content in locally produced gins. Samples will be taken as part of programmed inspections at manufacturers, approved premises and premises where product specific legislation applies.

For Food Safety, there will be statutory sampling for shellfish classification, biotoxin monitoring, in response to any serious food complaints / hygiene concerns and taking part in a WFMF survey. The anticipated number of samples for Food Microbiological examination is around 30 samples including the shellfish classification and biotoxin monitoring samples.

## Feed

There will be a minimal amount of sampling work undertaken in relation to Feed. No programmed Feed samples were taken within 2020-21 as part of the suspension of this type of work. Other than sampling directly funded by FSA Wales any other feed samples taken during 2021-22 will only be done in response to complaints received or feed safety incidents.

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

Investigation and control of outbreaks of food related infectious disease will be carried out in accordance with the Communicable Disease Outbreak Plan for Wales was approved by Members in 2011.

Investigations of sporadic notifications of food related infections disease shall follow the existing documented procedure within the Section. Based on data from previous years, it is estimated that there will be approximately between 220 and 250 cases of sporadic notifications and between 0 and 10 outbreaks. Public Health Wales have introduced molecular testing of faecal samples of suspected cases and this has resulted in an increase in the number of positive cases detected for specific organisms.

*Campylobacter* was the highest incidence of food-borne illness for 2020-2021 in Flintshire, with 173 cases being notified to us out of a total of 212 sporadic cases of potential food-borne illness notified to us. The notifications for *Campylobacter* were sent a questionnaire to complete which, when returned to the service, was reviewed by a competent officer to assess for any food-related risk factors.

Outbreaks are characteristically resource intensive but do not follow an annual trend, therefore the anticipated burden on staffing cannot be predicted. However, should they occur the impact on resources cannot be over-estimated and would require rapid contingency planning for maintaining the delivery of the rest of the Service.

### 3.7 Food/Feed Safety Incidents

#### Food Safety and Food Standards

Food Alerts will be initiated and responded to in accordance the Food Law Code of Practice (Wales) July

2021. Responses to Food Alerts will be kept in a centralised documented format and the contact details for the Team and relevant Agencies (including out of hour's contacts) will be kept up to date. It is difficult to quantify the resource implication of this function as it depends upon the category of Food Alert and the extent of food or businesses affected within Flintshire.

There were no major food incidents during 2020-21. We anticipate we will be involved in 0 to 3 food incidents during 2021-22, using previous food incident data.

#### Feed

Alerts will be initiated and responded to in accordance with the Feed Law Code of Practice (Wales) 2014. Responses to Feed Alerts will be kept in a centralised documented format and the contact details for the Team and relevant Agencies (including out of hour's contacts) will be kept up to date. It is difficult to quantify the resource implication of this function as it depends upon the nature of the Feed Alert and the source, type, quantity and distribution of feed product involved.

### 3.8 Liaison with Other Organisations

The Food Service is committed to ensuring effective liaison with other relevant organisations to enforce consistency of approach. This includes liaison with:

- FSA Wales
- Regulatory Delivery
- Chartered Institute of Environmental Health and Chartered Trading Standards Institute
- Public Health Wales, National Resources Wales, CEFAS, Animal and Plant Health Agency and other relevant advisory/liaison bodies
- Other Local Authorities in Wales as a whole by attending the All Wales Food Safety Expert Group, the All Wales Communicable Disease Expert Group and the WFMF and regionally, by attending the North Wales Food and Communicable Disease Task Group.
- Other relevant local bodies e.g. local fishermen by way of the North Wales and Deeside Shellfish Liaison Group.
- Other Departments within Flintshire County Council, such as the Planning Department, with whom a system of formal consultation with relevant sections of Community and Business Protection

Liaison is also maintained between members of the Food Team by monthly Team Meetings. There is also a weekly management meeting for Team Managers and the Service Manager.

The Feed element of the service is committed to ensuring effective liaison with partners and other relevant organisations to ensure and enforce consistency of approach. This includes liaison with:

- Food Standards Agency Wales (FSA Wales)
- Veterinary Medicines Directorate (VMD)
- Animal and Plant Health Agency (APHA)
- Professional bodies such as the Chartered Trading Standards Institute (CTSI), National Trading Standards (NTS) and the Association of Chief Trading Standards Officers (ACTSO).
- Other Local Authorities across Wales and the UK
- Partner Local Authorities in the North Wales Feed Enforcement Delivery Plan (Wrexham, Denbighshire, Gwynedd, Ynys-Mon, and Conwy).
- Liaison with regional and national panels and expert interest groups including the joint Trading Standards Wales/FSA Feed Working Group, Trading Standards Wales and UK Animal Health and Welfare Panels etc.

Liaison is also maintained within the Feed element of the Trading Standards Compliance and Animal Health Team through regular team meetings with the Team Manager – Food Safety and Food Standards. They also have regular one to ones with their line manager. There is also a weekly management meeting for Team Managers and the Service Manager.

Due to the pandemic, the regional Task Group meetings were suspended in 2020-21 but have since reconvened. Additionally, a representative from the team attends both the local and North West region shellfish liaison groups which have reconvened during 2021-22.

### 3.9 Food Safety/ Food Standards and Feed Promotion

Educational and promotional activities are important components of a comprehensive Food Service.

#### Food Safety and Food Standards

As part of the review of work undertaken during 2020-21, this work was suspended to enable the team to focus on

the COVID-19 response and limit food work to that prioritised by the FSA. For 2021-22, a limited amount of Food Safety and Standards work will be done in relation to 'Natasha's Law' regarding labelling of Prepacked for Direct Sale foods.

#### Feed

Officers of the service work with the trade offering advice and guidance on compliance with legal and best practice standards during routine inspection work and when carrying out routine animal health and welfare and disease control work. Promotion work is usually done as part of routine inspection or in response to enquiries made by business to the service. Again as above, this work was suspended as part of the COVID-19 response.

## 4.0 RESOURCES

### 4.1 Financial Allocation

The financial allocation for the Food Service is split between budgets provided for the Food Safety and Food Standards and for Animal Health. The overall level of expenditure providing the Food Safety and Food Standards Service for 2021-22 is detailed in Table 5.

**Table 5: Budget for the Food Safety and Food Standards Team 2021-2022**

COST ITEM	FINANCIAL ALLOCATION
(a) Staffing (total staff costs)	£537,285
(b) Travel (mileage and rail warrants)	£4,127
(c) Equipment	£4,977
(d) Sampling	£4,177
(e) Shellfish Sampling	£6000
(f) Support Costs for Printing and Translation	£650
(g) Training	Centrally held budget. Accessed via application

The Food Sampling budget covers Food Safety and Food Standards. This is in addition to the allocation provided by Public Health Wales. Additional funding can

be made available should there be an incident. There is an income target of £4,000 which is generated by Ship Sanitation Certificate, Food Hygiene re-rating inspections and Export Health Attestations.

Table 6 shows the overall level of expenditure for Feed Service delivery:

**Table 6: Budget for the Feed Service Delivery 2021-22**

<b>COST ITEM</b>	<b>FINANCIAL ALLOCATION</b>
(a) Staffing (total staff costs )	£29,598
(b) Travel (including mileages and Subsistence	£1,200
(c) Equipment	£500.00
(d) Sampling	Budget is held Regionally
(e) Training	Centrally held budget. Accessed via application

#### 4.2 Staffing Allocation

##### Food Safety and Food Standards

The Food Safety and Food Standards structure is made up of the Team Manager – Food Safety and Food Standards 1.0 FTE, 6.5 FTE Environmental Health Officers (EHOs), 3.0 FTE Food Safety Officers(FSOs), 1.0 FTE Trading Standards Officer (TSO) and 1.0 FTE Trading Standards Enforcement Officer (TSEO). All members of the team are permanent positions. EHOs and FSOs undertake both Hygiene and Standards work. The TSO undertakes Food Standards and Feed work. The TSEO undertakes Feed and Animal Health duties predominantly.

Administrative support is provided by 1.0 FTE Administration Officer. This role is situated within Social Services as a central administration function.

All Environmental Health Officers in post are qualified Environmental Health Officers, registered with the Environmental Health Registration Board or subsequent requirements. Two of the EHOs are being supported through their Chartership programme. Food Safety Officers are qualified to the Higher Certificate in Food

Premises Inspection and all officers are qualified in HACCP Principles (Hazard Analysis Critical Control Points). All three of the Food Safety Officers hold the Higher Certificate in Food Control.

All staff are authorised appropriately for the duties they perform. Only one of the EHOs does not meet the post two year qualified competency requirement to use all enforcement powers required by the Code of Practice. Most officers also hold the Lead Auditor qualification.

The Trading Standards Officer holds the Diploma in Trading Standards and has also successfully completed the five day QMS Auditor/Lead Auditor training course. The Trading Standards Enforcement Officer has completed the academic component of the Higher Certificate in Food Control and is currently being supported to complete the learning portfolio and professional exam component. However, they will predominantly be utilised for Feed and Animal Health work, when not undertaking COVID-related work.

The full breakdown of resources usually required to deliver the Food Safety and Food Standards service is given below:

**Table 7: Full Breakdown of Resources by Full Time Equivalent (FTE) to Deliver the Food Safety and Food Standards Service**

<b>Intervention Type</b>	<b>Food Safety FTE</b>	<b>Food Standards FTE</b>
Inspections	5.0	2.5
Revisits	0.3	
Complaints	0.4	
Primary Authority	0.1	
Food Incidents	0.2	
Food Business advice/promotion and other Non-Official Controls Interventions	0.4	
Communicable Disease	0.5	N/A
Sampling	0.1	0.1

Please note – this breakdown of resources includes the 0.2 FTE operational aspect of the Team Manager. The remainder of the Team Manager 0.8 FTE is not taken account of above as this includes the operational management functions of this role including Feed and

Corporate matters. A further 0.1 FTE of the Trading Standards Officer role is spent regulating other Trading Standards legislation in food businesses such as Weights and Measures legislation.

The inspection resource requirement is based on completing the majority of inspections as joint inspections i.e. the officer does both a Food Safety and Food Standards audit during the same visit. This flexibility is key to ensuring the service can be delivered based on current resources.

### Feed

All aspects of Feed work will be carried out by seven individual officers of the service with the overall management of the area by the Team Manager – Food Safety and Food Standards. One of the Trading Standards Officers is the Lead Feed Officer. All officers involved in the delivery of the feed service also undertake other duties which are non-Feed related. The Feed component of their roles for this year equates to 0.2 FTE Trading Standards Officer and 0.4 FTE Trading Standards Enforcement Officer.

The two Trading Standards Officers within the two teams satisfy all criteria as a 'qualified' and 'competent' feed officer, including holding the Diploma in Trading Standards (or equivalent), successful completion of the five day QMS Auditor/Lead Auditor Training Course, completion of CIEH accredited HACCP training and participation in a FSA programme of Feed Training. Both officers are therefore suitably qualified and competent to undertake all aspects of Feed work.

The five Trading Standards Enforcement Officers satisfy the 'competency' criteria based on experience and training that enables them to perform Below the Line Feed work on both Livestock and Arable Farms.

All seven officers satisfy the FSA requirements re qualification and /or competency to enable them to undertake Feed enforcement work. This includes meeting the requirement to undertake a minimum of 10 hours relevant CPD annually.

### Staffing through the pandemic

Since the pandemic started, the number of staff allocated

at any one time to Food and Feed delivery has varied greatly. During quarter 3 and 4 of 2020-21, 80% of the resource was allocated to the COVID-19 response. In terms of the structure, the staffing allocation for EHOs was increased by 1.0 FTE, initially as a Fixed Term Contract in quarter 3 of 2020-21, which was subsequently changed to a permanent post in recognition of the effect on the service of the pandemic and its ability to realign with the Food Law Code of Practice in the future. A contractor was also brought in for part of 2020-21 to assist in undertaking Food Hygiene and Food Standards work as the majority of officers were undertaking COVID-related duties.

Currently, 1 EHO is on maternity leave from September 2021 and 1 Food Safety Officer is on secondment to the TTP service from September 2021 to March 2022.

#### 4.3 Staff Development Plan

During the forthcoming year the following training is planned:

- (i) Support of national and regional seminars on relevant subject matters.
- (ii) In-house training sessions

Each member of the Team will receive the required twenty hours Continuing Professional Development as required by the Food Law Code of Practice (Wales) July 2021 (or thirty hours, if the officer has Chartered Status). Staff will be subject to annual Staff Appraisals in line with the Corporate policy with a mid-year review which identifies and tracks training and development needs. All staff have monthly one to ones with the Team Manager to identify and monitor areas requiring development.

Two officers are going through the Chartered programme of the Chartered Institute of Environmental Health. One of the Animal Health Officers who undertakes Feed work is also completing their Higher Certificate in Food Control portfolio to build resilience in to the Food service.

The amount of training undertaken during 2020-21 was affected by the pandemic and the range of training undertaken was much reduced from previous years. This has been identified as an area for improvement during 2021-22 with the Authority continuing with subscription to an online Food training providing for each officer.

Training planned for 2021-22 includes the Consistency on Food Hygiene Ratings and Food Hypersensitivities.

#### Feed

All authorised officers have attended training to ensure continued competence and qualification and will continue to undertake ongoing training as part of CPD for feed during 2021-22. All feed training is provided regionally across Wales as part of the North Wales Regional Feed Enforcement Delivery Plan that is funded by FSA.

## 5.0 QUALITY ASSESSMENT

### 5.1 Quality Assessment

#### Food Safety and Food Standards

Within the Food Service, quality systems are in place to ensure that work is completed and checked by a competent person in line with the fully documented Quality Monitoring Procedures. Documented procedures and work instructions exist to ensure consistency of approach with various computer report mechanisms to check accuracy on the APP Database. Work Instruction is provided on key areas of work retained within Formal Procedure Manuals.

The Team Manager sits on the North Wales Food and Communicable Disease Task Group, the All Wales Food Safety Expert Group and a member of the team attends the All Wales Communicable Disease Expert Group. These forums offer the opportunity to discuss a wide range of quality issues relevant to Food Law Enforcement and Food Hygiene incidents and outbreaks.

The Service is usually required to submit an Annual Return to FSA Wales via Local Authority Enforcement Monitoring System (LAEMS). This details the inspections achieved, enforcement and educational activities undertaken. In response to the pandemic, the FSA did not require a full LAEMS return to be submitted for 2020-21. The service completed and returned a questionnaire to the FSA which assessed the service's performance against the FSA-priorities during 2020-21.

#### Feed

Quality systems are also in place to ensure that work is completed and checked by a competent person in line with the fully documented Quality Monitoring Procedures.

Documented procedures and work instructions exist to ensure consistency of approach with various computer report mechanisms to check accuracy on the APP Database. Work Instruction is provided on Key Areas of work retained within Formal Procedure Manuals.

In addition, for the whole Food service, external audits including focused audits, are undertaken by the Food Standards Agency Wales (frequency determined by FSA).

The North Wales Regional Feed Delivery was audited by FSA Wales in November 2019.

## 6.0 REVIEW PROCESS

### 6.1 Review Against the Service Plan

The Service Plan is usually subject to annual review, which will be re-introduced for 2021-22 and onwards. Performance against this Service Plan is monitored by several means:

- Monthly team meetings
- Monthly one to ones with individual team members
- Informal team briefings held on a regular basis
- Quarterly Feed returns to the regional Feed officer

Additionally, the FSA Recovery Plan provides a timeline in 2 phases. Phase 1 runs from 1 July to 30 September 2021 and Phase 2 runs from 1 October 2021 to 2023-24. The FSA have already required local authorities to submit a Temperature Check Survey at the beginning of October 2021 on their tracking against Phase 1 expectations and the resource they have allocated and confidence in achieving continued alignment with the recovery plan.

Appendix 3 provides full quantitative analysis of service delivery during 2020-21.

As overarching achievements:

- The commitment shown by all officers across the service was excellent at such a challenging, fast-evolving time
- Food officers were able to provide advice to businesses affected by the Coronavirus regulations in relation to Food Hygiene and Food Standards considerations to protect public health and consumer protection, in addition to assisting local food businesses to continue to trade
- Due to additional funding made available the service was able to use a contractor to undertake a

- significant proportion of food inspection work
- The service moved to a non-office based system of working at very short notice
- The Trading Standards Officer in the team took on all duty work as the first point of call, having to be flexible and learn new processes very quickly
- Feed qualified and competent officers moved over to providing advice and enforcement duties on the Coronavirus regulations while maintaining a reduced level of Feed work for inspections and advice to businesses
- Officers had to move from COVID-19 response to Food work and back again, if needed, at very short notice to pick up product-specific regulatory work or significant Food Hygiene complaints

## 6.2 Identification of Any Variation

As previously outlined, there was no service plan written for 2020-21 as the FSA confirmed that they would accept deviation from the Food Law Code of Practice. Priorities were provided by the FSA in regular local authority steers throughout 2020-21 and in to 2021-22.

The main areas where the service deviated from the FSA steers were:

- Not all fishing vessels received an inspection
- Not all new businesses who registered with us received a food hygiene or standards inspection
- Not all Category B rated premises for Hygiene received a Food Hygiene inspection

## 6.3 Key Areas of Improvement / Development

The main areas for improvement or further development are:

- To complete all programmed inspections in line with the FSA Recovery Plan
- To complete all fishing vessel inspections
- To support business in the new requirements of Food Information regulations in relation to prepacked for Direct Sale
- To ensure all officers across the service maintain the required number of CPD hours required by the respective Codes of Practice
- To audit the completion of shellfish registration documents in line with the change to the service

issuing documents directly to increase compliance levels and maintain traceability throughout the food chain

#### 6.4 Forthcoming Considerations

The FSA Recovery Plan acknowledges that local authorities will be starting their recovery plans from different positions, dependent on the impact that COVID-19 has had on their service to date. They also state that local authorities should, where possible, move at a faster pace to realign with the intervention frequencies and other provisions set out in the Food Law Code of Practice.

There is a commitment by the service to review the plan so that where this can be accommodated, it will be. However, this is caveated that due to the ever changing situation with the pandemic that there may be deviation from the service plan.

Due to the effect of the pandemic on food businesses from an economic perspective and in the lack of visible regulation due to the reduction in programmed inspections, it may be that compliance standards have reduced in food and feed businesses. Dealing with non-compliance can increase the amount of resource required to deal with that specific premises.

A new database has been procured for the service as part of the wider portfolio system. A significant amount of preparatory work, process mapping and training will be required, particularly during quarter 4 of 2021-22.

The recovery plan runs until the end of March 2023. Any deviation from this year's plan or lack of regular review to realign with the requirements of the Food Law Code of Practice will impact directly on the ability of the service to meet the recovery plan by the end of March 2023.

# FLINTSHIRE COUNTY COUNCIL - ORGANISATIONAL STRUCTURE

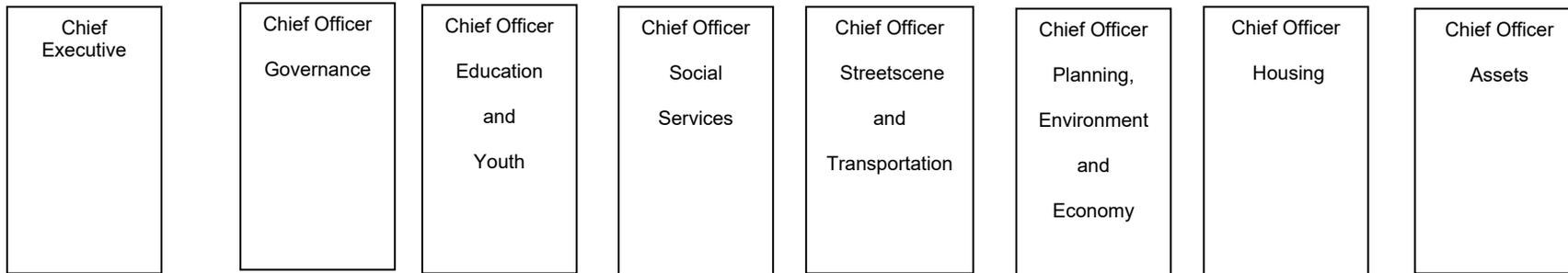


Chart 2

# FLINTSHIRE COUNTY COUNCIL – POLITICAL STRUCTURE

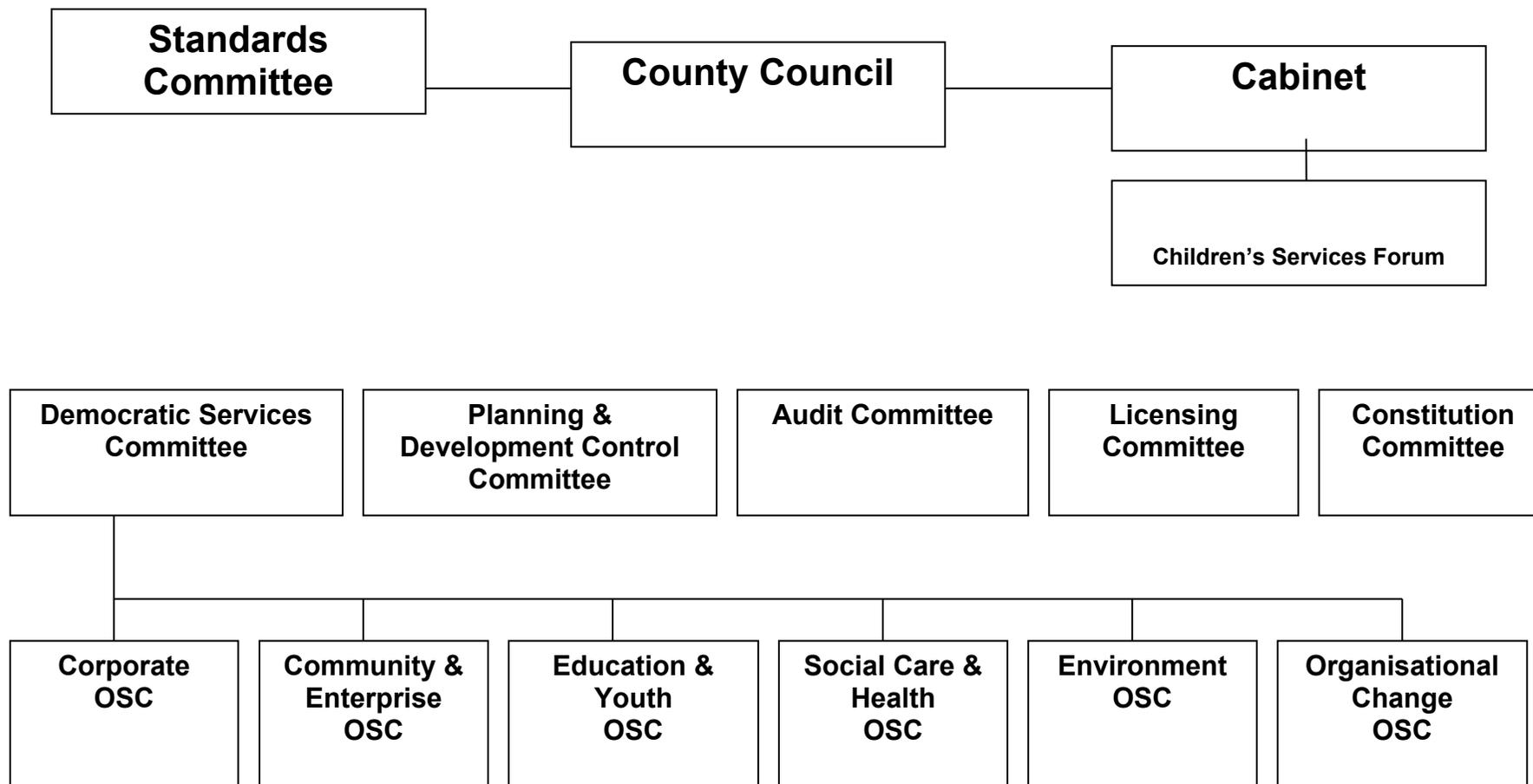
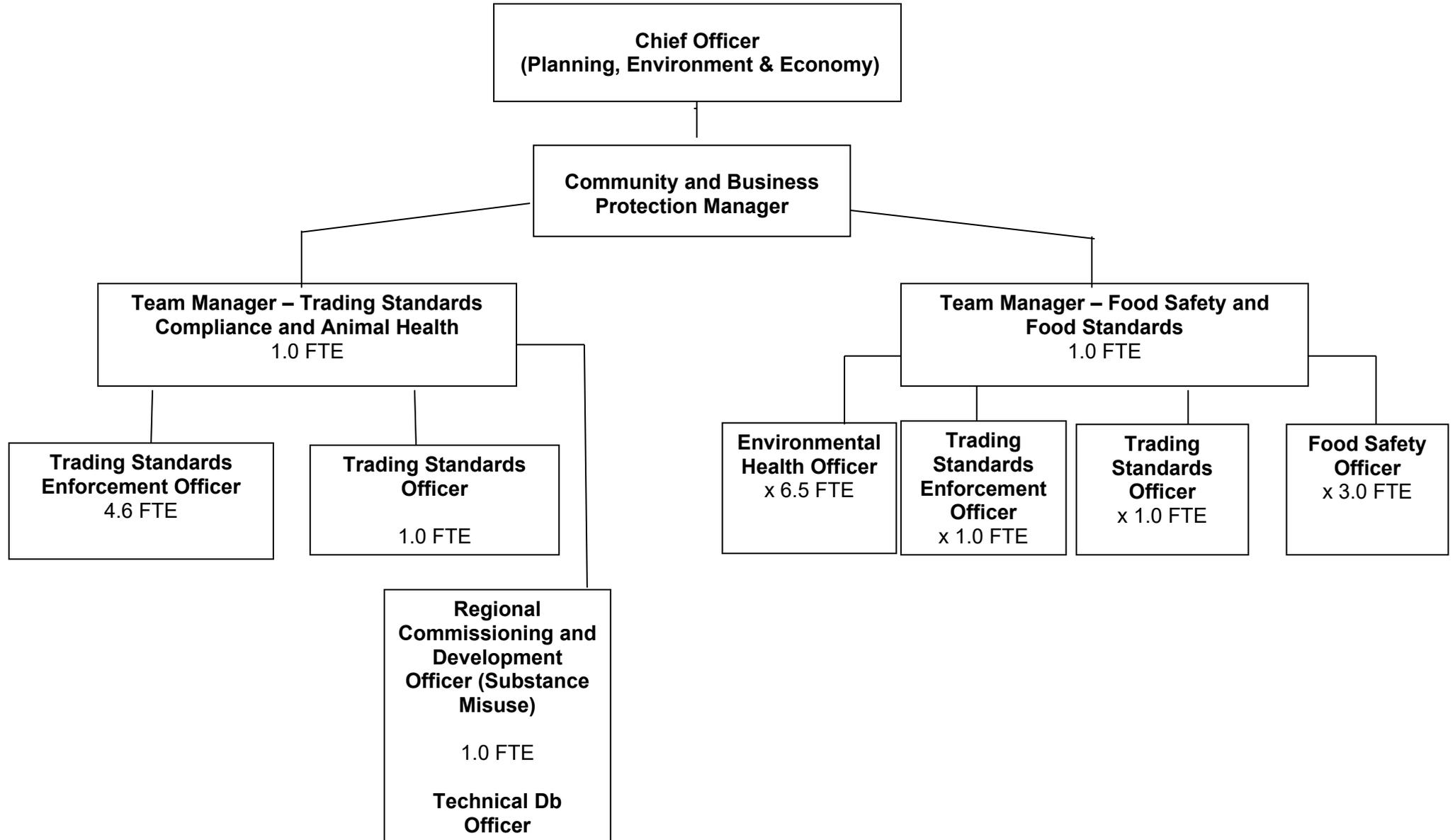


Chart 3

# COMMUNITY AND BUSINESS PROTECTION - FOOD SERVICE



## APPENDIX 2

Please find below a breakdown of the profile of programmed Food Safety and Food Standards inspections for 2021-22 by Risk Rating:

**Table A**

<b>PROGRAMMED INSPECTIONS - FOOD SAFETY</b>	
<b>Risk</b>	<b>Number Due</b>
A	2
B	23
C (non-broadly compliant)	14
D	N/A
E	N/A
Unrated	140
<b>TOTAL</b>	<b>179</b>

**Table B**

<b>PROGRAMMED INSPECTIONS - FOOD STANDARDS</b>	
<b>Risk</b>	<b>Number Due</b>
A	12
B	0
C	0
Unrated	162
<b>TOTAL</b>	<b>174</b>

The Risk Rating is determined in accordance with the Food Law Code of Practice. It dictates the frequency of which the food premises must receive a full food hygiene or food standards inspection.

For Food Safety High Risk premises are those with a Risk Rating of A - C. For Food Standards High Risk premises are those with a Risk Rating of A.

Please find below a breakdown of the profile of programmed Feed inspections for 2021-22 by Feed Business Activity. The figure in brackets denote the total number of inspections due within the activity code, with the un-bracketed number denoting the actual number of inspections to be achieved

**Table C**

	<b>PROGRAMMED INSPECTIONS - FEED</b>	
<b>High Risk (ATL)/Low Risk (BTL)</b>	<b>Registered/Approved Feed Business Activity</b>	<b>Number Due</b>
High Risk	Manufacturer of Feed	3
High Risk	Co Product Producers	2
High Risk	Feed Stores	1
High Risk	Feed Distributor	4
High Risk	Feed Transporter	1
High Risk	On Farm Feed Mixers	2
High Risk	Supplier of Surplus Food	6
High Risk	Pet Food Manufacturer	0
Low Risk	Livestock Farms	50
Low Risk	Arable Farms	0
	<b>Total</b>	<b>69</b>

## APPENDIX 3 – PERFORMANCE 2020-21

Please note - the numbers in brackets denotes the number of premises

### Food Safety

<b>Risk</b>	<b>Inspections Achieved</b>
A High Risk	4 (3)
B High Risk	7
C High Risk	14
D Low Risk	6
E Low Risk	1
Unrated	62
<b>TOTAL</b>	<b>94</b>

### Food Standards

<b>Risk</b>	<b>Inspections Achieved</b>
A High	0
B Medium	9
C Low	6
Unrated	61
<b>TOTAL</b>	<b>76</b>

Feed Inspections (as per requirements of FSA/Trading Standards Wales Regional FLEDP 2020/21)

<b>Risk</b>	<b>Programmed</b>	<b>Achieved</b>
High	5	3
Medium/Low	101	0
Premises found on inspections to have ceased trading	0	3
<b>TOTAL</b>	<b>106</b>	<b>3</b>

**Food Hygiene Ratings**

Profile of Ratings within Flintshire: Nov 2021

	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>
	Very Good	Good	Generally Satisfactory	Improvement Necessary	Major Improvement Necessary	Urgent Improvement Necessary
% of Premises	82.8	12.2	2.6	1.4	1.0	0

Number of Requests for Rescore Visit to be undertaken - 4

Number of Appeals on Rating - 1

Number of Fixed Penalty Notices - 1

Right to Reply - 0

## Other data in relation to Demands on Food Service

### Food and Feeding Stuffs Complaints

Food Safety number of complaints	-	103 linked to Food businesses
Food Standards number of complaints	-	11
Feeding Stuffs number of complaints	-	1

### Advice to Business

Food Safety	-	239 requests for advice
Food Standards	-	13 requests for advice
Feeding Stuffs	-	3 requests for advice

### Food and Feeding Stuffs Inspection and Sampling

Food Safety	-	12 Shellfish
Food Standards	-	10 samples – monitoring for composition and labelling
Feeding Stuffs	-	0

### Control and Investigation of Outbreaks and Food Related Infectious Disease (Food Safety only)

Sporadic Notifications	-	212 (of which 173 were Campylobacter)
Outbreaks	-	

### Other Types of Service Requests (Food Safety only)

<u>Water Disconnections</u>	-	2
<u>Shellfish Requests for Registration Documents</u>	-	during 2020-21, these were administered by Natural Resources Wales on our behalf
<u>Ship Sanitation Certificates</u>	-	2
<u>Export Health Attestations</u>		89