

APPENDIX 1

**Southend on Sea Borough Council
Department for Neighbourhoods and Environment
Regulatory Services**

Official Feed and Food Control Service Plan 2021-22

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Introduction

The Service Plan was compiled by the Regulatory Services team of Southend-on-Sea Borough Council, linking into the Council's 2050 ambition for the future.

The Service Plan is structured in accordance with the service planning guidance contained in the Framework Agreement on Local Authority Food Law Enforcement. Powers to enable the Agency to monitor and audit local authorities are contained in the Food Standards Act 1999. In accordance with this guidance the plan is submitted to the relevant member or senior officer forum for approval to ensure local transparency and accountability.

The purpose of the Service Plan is to ensure that national priorities and standards are addressed and delivered locally in accordance with the relevant codes of practice and guidance. It is intended to ensure transparency and accountability and detail the contribution that Regulatory Services makes to the ambition for the Council.

Last year's Feed and Food Service Plan 2020-21 allowed for the re-direction of resource from the inspection programme to respond to the pandemic. The Food Standards Agency issued guidance in year on what official controls the local authority should deliver. This year they have issued a recovery plan for delivery of official controls and related activities, and this guidance has been taken into account in the development of this plan.

1. Service Aims and Objectives

1.1 Aims and Objectives

The delivery of the plan aims to:

- Ensure that the highest achievable levels of food control (food safety, standards and feeding stuffs) are maintained throughout the Council.

The objectives are to:

- Ensure hygienic conditions in the sale, preparation, manufacture and storage of foodstuffs and feeding stuffs.
- Ensure the wholesomeness and appropriate labelling/composition of foodstuffs and feeding stuffs within the Borough.
- Focus on a risk-based approach to inspections and enforcement activity in accordance with the Council's Enforcement Policy.
- Administer the legislation in compliance with the approved codes of practice and related official guidance.
- Promote a greater knowledge and understanding of food safety and nutrition within Southend-on-Sea Borough Council.
- Continue participation in the Food Hygiene Rating Scheme (FHRS).
- Work with Public Health England (PHE) to deliver improved health outcomes for residents, visitors and those working in Southend.
- Focus on the local enforcement and cross border agencies for the illegal harvesting of shellfish.
- Provide guidance and assistance to local businesses on regulatory compliance and new arrangements now the UK has left the EU.
- Provide guidance and assist local businesses with respect to pandemic coronavirus.

1.2 The Aim of the Service is to support the Council's Aims and Outcomes to:

The Council's 2050 ambitions have been built on conversations that have taken place with those living, working and visiting the Borough. The activities that Regulatory Services undertakes contributes to the aims and outcomes of the 2050 themes for Pride and Joy, Safe and Well, Opportunity and Prosperity and Active and Involved.

The Service Plan shows how the team contributes to a Southend in which people can be proud of with services supporting the safety and wellbeing of those who work, live and visit the town. The service aims to help businesses grow though assisting and supporting these businesses so that they bring prosperity to the town. This will be achieved through reflecting these objectives at staff conversations and integrating the service across the organisation.

2. Background

2.1 Profile of the Area

Southend-on-Sea Borough Council is a unitary authority. It is a seaside town which is a tourist destination with local shopping areas covering 6,785 hectares. It is the closest seaside resort to London and is located within the Thames Gateway region and usually has over 6 million visitors each year. It is anticipated that this year there will be 7.5 million visitors, with 250,000 staying in the area. There are seasonal businesses within the town and the Council actively promotes events in the Borough to support the prosperity of the town.

The total population estimate for 2019 for the Borough was 183,100. The Essex Employment and Skills Board undertook an Evidence Base District Profile for Southend which was completed in 2019 and shows the employees by industry sector.



It is noted that wholesale and retail trade, which will include food business has decreased and those offering accommodation and food services has increased

between 2014 and 2018. There has been no update to this profile since the pandemic and it is possible that the pandemic may have changed the profile within the Borough.

2.2 Organisational Structure

(Annex 1) The Council structure together with details of responsibilities for food and feed.

The Council sends food for microbiological examination to the Public Health Laboratory (PHE) Laboratory at Colindale via a collection service.

<p>Public Health England Food Water and Environmental Microbiology Lab 61 Colindale Avenue London NW9 5EQ 0208 327 6548 /6550 Fax: 020 8327 6542 fwem@phe.gov.uk</p>	<p>Consultant of Communicable Disease Control (CCDC), PHE East of England, Health Protection Team, Second Floor, Goodman House, Station Approach, Harlow CM20 2ET Tel: 0300 303 8537 Fax: 01223 724499 Email: EastofEnglandHPT@phe.gov.uk Secure email mailto:phe.eoehpt@nhs.net</p>	<p>Stool Samples Pathology First Helpdesk Tel 01268-968300 Reports provide by David Marquez Information Manager at Pathology First david.marquez@pathologyfirst.co.uk non-secure emails to david.marquez@synlab.co.uk Specimen Reception Southend University Hospital NHS Foundation Trust Prittlewell Chase, Westcliff-on-Sea, Essex SS0 0RY Tel 01702-385564/ 385411</p>
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The appointed Public Analysts for feed and foods are located at:

<p>Feed Agricultural Analyst – Mr Jonathon David Griffin Kent Scientific Services 8 Abbey Wood Road Kings Hill West Malling ME19 4YT Tel: 03000 41 51 00 kss@kent.gov.uk</p>	<p>Food Public Analyst – Duncan Arthur Public Analyst Scientific Services Limited 154 Business Park Valiant Way Wolverhampton WV9 5GB Tel: +44 (0) 7734 383707 (Direct) +44 (0) 1902 627238 (General)</p>
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2.3 Scope of Regulatory Services

Regulatory Services is part of Public Protection which sits within Neighbourhoods and Environment. The team aligns the delivery of its services to 2050 objectives. This is achieved through supporting those living, working and visiting the Borough to stay safe and well when using the services of businesses throughout the Borough. They also assist businesses to prosper by supporting compliant businesses and targeting resources to the less compliant businesses.

With respect to feed and food the responsibilities of Regulatory Services are to:

- Undertake proactive food safety and standards inspections.
- Undertake proactive feed inspections.
- Deal with imported food and feed matters.
- Investigate complaints about food and feed.
- Investigate complaints about food and feed premises.
- Investigate food poisoning and infectious disease referrals/complaints.
- Deal with health and safety and public health matters at food premises related to drainage, industrial noise nuisance and rubbish.
- Respond to emerging public health issues.
- Respond to reports of illegal shellfish harvesting.
- Provide consultation recommendations on planning, licensing and event applications.
- Assist with the delivery of the PHE priorities with respect to the healthy eating obesity strategy.
- Provide business advice.

2.4 Demands on the Regulatory Services Team

The Service uses Uniform database which is supported by IT and linked to the property gazetteer.

Food Premises profile as at 31st March 2021

Type of Premises	Number
Primary Production	2
Manufacturers / producers* (includes cake makers - home caterers)	112
Distributors	14
Retailers- report incorrect Ang checking FH appearing	419
Restaurants / other caterers	1398
Importers	5
Fishing Vessels	14
Total	1964

Food Hygiene Inspections due:

FSA Category	Frequency Required	Due 2021 – 2022	Overdue
A	Every 6 months	8	0
B	Every 12 months	37	16
C	Every 18 months	84	102
D	Every 24 months	264	280
E	Alternative enforcement or every three years	45	270
Awaiting Inspection, includes overdue*	238		
Not in programme+	93		
Total Inspections due as at 01/04/21	1,344		

*Fluctuation in year as new premises register and are inspected will affect the number of premises due for inspection in year, compared to the start of the year. Last year there were 265 new food registrations throughout the year. The awaiting inspection includes those where risk-based assessments have been carried out.

+Includes premises undertaking very low risk activities e.g. selling pre-packed bars and providing teas and coffees.

Child-minders are not included on the database as they are registered with the Council's Early Years team. There continues to be an arrangement in place for the dissemination of information to Childminders and for the Early Years Team to work with Regulatory Services to undertake interventions where required.

The figures shown also includes Home-caters where we have undertaken information gathering to identify low risk premises and prioritise high-risk interventions.

The Food Law Code of Practice (FLCoP) requires that Category A and B food hygiene, Category A food standards and non-compliant C premises be subject to an inspection, partial inspection or audit at the required interval. Broadly compliant C risk food hygiene premises and broadly compliant B risk food standards can alternate between inspection, partial inspection audit and other Official Controls.

Category D risk premises can only alternate between an intervention which is an Official Control, and an intervention that is not an Official Control, if the potential hazard element at risk assessment is less than 30.

Premises rated E for food hygiene and C for food standards can be subject to an alternative enforcement strategy.

Premises subject to alternative enforcement cannot be risk rated and therefore the date of that intervention cannot be included in the food hygiene rating scheme.

The Food Standards Agency has developed a recovery plan for official interventions which will be detailed in Section 3.

Approved Food Premises:

Types	No. of each Type
Cockle Processing	4
Fishery Products	1
Meat Products	1
Cold Stores	3

Food Standards Inspections:

Not prioritised this year in the Food Standards Agency recovery plan. Section 3 details the priorities for inspection. Regulatory Services will however:

- Inspect all A risk premises.
- All inspections awaiting inspection.
- Undertake food standards inspections where a food hygiene premises is due or overdue.

Feed Premises Inspections:

We have been co-ordinating with other authorities through the National Trading Standards Board (NTSB) and the Food Standards Agency (FSA) to ensure that regionally animal feed enforcement is effective, and there are risk-based controls in place across the Region.

From 1 April 2019, delivery of the NTSB Feed inspection programme, including the role of the lead Feed Officer role has been contracted out to Essex Trading Standards covering the current NTSB funded programme.

The Council had 18 businesses registered under the Feed (Hygiene and Enforcement) Regulations 2005, for feed inspections as at 01/04/2021. These are retail premises, which distribute food on for feed purposes, and one manufacturer of animal feedstuffs.

Feed Premises Profile for 2021/22:

Category of Premises	No.
Pet Food Manufacturers R06	1
Supplier of Surplus Food R07	17
Total	18

The Desktop Exercise for 2021-22 identified that there are no feed inspections to be completed this year.

There is now more certainty regarding EU Exit arrangements and there is still a need for the food and feed service to support businesses. Training has been undertaken to provide health certificates for businesses exporting to the EU, fishing vessels have been inspected. Advice has been provided for businesses who were distributors and now have importer responsibilities because of the removal of the single market arrangements.

Concerns continue to be raised regarding the harvesting of shellfish from the foreshore. The quantities being taken indicate commercial activity and there is a risk with shellfish entering the food chain without the required controls in place.

Regulatory Services will respond to incidents of illegal shellfish harvesting, food fraud, with respect to counterfeit products, and to emerging public health issues. Consideration will be given to whether additional controls could be put in place through the adoption of a public spaces protection order (PSPO) along the foreshore.

Regulatory Services undertakes sampling in accordance with the National Priorities identified in the FSA's Guidance on the food sampling programme. The programme also considers the sampling priorities for the Council and for the priorities identified through the Regional Strategic Assessment and EETSA. The service continues to benefit from the free allocation of microbiological samples from Public Health England. There is no funding available for compositional sampling, where grants are available Regulatory Services will bid for funds to undertake imported food sampling. There is no identified sampling programme for feed this year.

Service Requests:

Regulatory Services will continue to respond to requests for service, including business advice, investigation and management of complaints, management of food incidents and hazards, including outbreaks of foodborne illness.

Regulatory Services will prioritise requests from businesses to assist them with export requirements for food and feed.

Officers are located both in the main Civic Centre, Victoria Avenue and remote working. The service responds to inspections and incidents outside of normal hours. There is a contact centre which can receive emergency calls and is staffed 24 hours.

The Council is a seasonal location with impacts on the transient nature of the businesses in the Borough. The seasonal nature of the town also means that businesses will follow the weather pattern and not necessarily a seasonal pattern

of opening. There is likely to be additional demand in Southend because of staycations, this will be driven by the uncertainty of travel abroad because of the pandemic and risks from variants.

2.5 Enforcement Policy

The Council's Enforcement Policy was approved by the Council in 2021. This policy was developed and consulted on meeting the requirements of the Legislative and Regulatory Reform Act 2006 and the Regulator's Code.

Regulatory Services works with the Growth Hub and across Essex authorities to better understand businesses needs to assist them with compliance.

3. Service Delivery

3.1 Interventions by Regulatory Services Officers for Feed and Foods

Feed

Details of inspections due as at 31 March 2021 for animal feed are listed in 2.4. The Desktop Exercise for 2021-22 identified that there are no feed inspections to be completed this year, unless intelligence suggests that an intervention is required.

Food Hygiene and Food Standards

Details of inspections due as at 31 March 2021 in each category are listed in 2.4. There is a recognition by the Food Standards Agency that inspections due last year were not completed, apart from interventions prioritised by them, which were completed. Interventions for 2021-22 will be prioritised in line with the Food Standards Agency Covid-19 Local Authority Recovery Plan dated 16 June 2021.

The recovery plan is divided into two phases and highlights the principles to be applied to the inspection programme which includes:

- Use of intelligence to target interventions are premises where risks are indicated to have increased.
- Subsequent interventions to be programmed in line with the Codes of Practice.
- Rate premises in accordance with the food hygiene rating, where appropriate.

Regulatory Services will prioritise interventions of premises in accordance with the Recovery Plan and any updates which are made to that Plan by the Agency. The Plan focuses on targeting the interventions of highest risk.

The Recovery Plan covers the period from 1 July 2021 to 2023/24, extending across inspection years. The progress against this plan will be monitored.

Regulatory Services Officers for food and feed are authorised in line with qualification and competency requirements detailed in the respective Codes of Practice. Those inspecting for food are allocated interventions by ward(s) in which they co-ordinate inspections, complaints, planning, event applications and the inspection of new premises, plus utilises the services of contractors to undertake inspections. Co-ordination of feed is through the Lead Feed Officer and the Regulatory Services Officer for Trading Standards.

Officers have access to expertise and peer support through attending local liaison group meetings, detailed in section 3.8.

Suitably qualified and competent Enforcement Officers will support the service where possible.

All high-risk food standards are prioritised for inspection each year. There is no requirement to undertake food standards inspections at those rated B or C, these will usually be completed at the same time the food hygiene inspection is undertaken.

The Food Standards Agency is requiring that all new premises be inspected in year. Where this is not possible those undertaking high risk activities will be prioritised over low risk inspections.

Questionnaires continue to be used to assess Home-caterers to determine the activities being undertaken and the inspection prioritised where high risk activities are being undertaken. Many of this category of caterer register to enable them to utilise the FHRS, rather than a legal requirement to do so. Inspections at premises undertaking lower risk activities will be undertaken where resource is available.

Enforcement Officers will assist in any alternative interventions and sampling programmes.

Regulatory Services Officers who inspect food premises also undertake:

- Health and safety interventions and inspections. Health and safety inspections will be undertaken in line with the Health and Safety Executive priorities for proactive inspections. They will also be undertaken where matters of evident concern are noted.
- Public health and nuisance complaints at food premises.
- Responses to event applications.
- Healthy eating interventions.

Regulatory Services Officers who inspect feed premises also undertake activities relating to:

- Consumer Protection.
- Product Safety.
- Fair Trading.
- Weights and Measures.

To assist Southend fishery businesses the service is offering to provide export health certificates, the aim is to specifically assist Southend businesses but will include other food export certificates.

Regulatory Services supports the Safety Advisory Group process for events to ensure that compliant caterers operate at these events. Caterers at these events will normally be required to be rated 3, 4 and 5 under the FHRS.

Where inspections of mobile traders are carried out at events or markets outcomes will be reported to their registered local authority in line with the FLCoP. Similarly reports from other local authorities regarding mobile traders registered with Southend-on-Sea Borough Council will be used to inform ratings.

Regulatory Services Officers for food safety, standards and health and safety, will determine whether additional pro-active inspections are required at events within their inspection areas.

The Council will continue to participate in the FHRs to promote transparency and enable individuals to make informed choices about where they eat.

The Council will continue to utilise and develop the Uniform database to improve reporting capability.

3.2 Regulatory Services Group Food and Feed Complaints

The demand on the service for 2020-21 is reviewed in Section 6.1. It is anticipated that a similar number of complaints as in previous years will be received.

All food complaints will be allocated in accordance with Officers inspection area and for feed to the Lead Feed Officer. Investigations of service requests/complaints will be based on intelligence and will be proportionate to the risk.

3.3 Primary Authority Partnership and Home Authority Scheme

The Council does not have any formal arrangements in place for food hygiene, food standards or animal feed. The Enforcement Policy requires all Officers to consider any partnerships and formal intervention strategies prior to taking enforcement action. As part of an informal Home Authority arrangement this authority will continue to undertake sampling for examination of the cockle processing establishments in liaison with the City of London Corporation Port Health Authority.

All Officers have access to the Primary Authority Scheme website and will adhere to inspection plans or priorities identified through this scheme.

3.4 Advice to Business

The level of demand from businesses last year is included in section 6.1 but does not take account of advice given during inspection. Advice to businesses will continue to be given particularly in respect of the new trading arrangements, and to our obligations under both the FHRs and the Regulators' Code to assist businesses to grow, and for those within the FHRs to achieve a higher rating.

Ad-hoc advice will be given on request and where necessary businesses will be advised of specialist support that they can obtain for themselves.

Regulatory Services continues to support the Economic Development team (EDT) by providing advice at events organised by EDT. The team will continue to support businesses through bringing attention to grants that are available for business development and energy efficiency.

Details of what to expect during an inspection are included on the reverse of the inspection report, which is left on site following an inspection, together with the officer's contact details. Advice is also given on any further correspondence and will include the officer's contact details.

3.5 Feed and Food Sampling

The food sampling policy prioritisation is detailed in Section 2.4 and the food sampling programme for this year attached as Annex 2. Regulatory Services will continue to participate in the Essex Food Group programme as well as take

samples to support local work. It is planned that sampling will be undertaken in accordance with the sampling plan (Annex 2). Enforcement Officers support this work.

PHE continues to provide a free allocation for microbiological sampling and there is currently no funding available this year from the FSA to support imported foods, which is a national priority. Where resources allow the team will participate in the East of England Trading Standards Association (EETSA) programme undertaking compositional food sampling and standards as well as taking samples in support of local work. The team completed a local project for imported foods last year.

The details for the returns of the sampling information will be uploaded manually where required.

Samples for food examination will be submitted to PHE Laboratory at Colindale and samples for food to Public Analyst Scientific Services Limited. The nominated Agricultural Analyst for feed is the same as Essex Trading Standards (ETS), so that any samples taken on our behalf will be submitted alongside ETS samples.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

The team will continue to respond to demand with respect to pandemic coronavirus, including the proposal of utilising trained officers for contact tracing. If this is required resource will be diverted to assist in pandemic coronavirus activities and backfilled by contracted inspections where possible.

Outside of the pandemic, investigations will be undertaken of outbreaks; other incidents of suspected food poisoning will be monitored and responded to if necessary. The demand for last year is detailed in 6.1 and it is expected to be similar for this year. There are working instructions that detail the responses to be made. The Council has signed up to the Memorandum of Understanding Outbreak Control Plan.

Required responses to pandemic coronavirus has increased the demand on time and the lock-down and the proposed plan by the Food Standards Agency aims to bring the resource that had been diverted to support the pandemic back to the official controls. Progress through the programme will be reviewed monthly.

3.7 Incidents

Regulatory Services continues to respond to incidents of illegal harvesting of shellfish from the foreshore. These products are removed from the food chain where commercial harvesters have been unable to demonstrate that the shellfish will be subject to the correct controls. The team is currently working with the National Fraud Team and other agencies.

Where required by the FSA or the Department for the Environment, Food and Rural Affairs (DEFRA) resources will be provided which will result in a reduction in the pro-active programme.

Resource may also be required to support the Council's emergency control plan and Regulatory Services supports the Council's EU Exit strategy Group.

3.8 Liaison with Other Organisations

The Council will continue to participate locally in liaison arrangements with:

- The Essex Food Liaison Group (including microbiological sampling).
- EETSA Food Group.
- EETSA Feed Group.
- Thames Estuary, Essex and East Suffolk Shellfish Liaison Group.
- Food Hygiene Focus Group.
- Essex Environmental Health Managers Group.
- EETSA Heads of Service.
- Public Health England.
- Planning.

The Council will work with national bodies as appropriate, Food Standards Agency, Chartered Trading Standards Institute, Chartered Institute of Environmental Health, Department for Environmental, Food and Rural Affairs, Department for Business, Energy and Industrial Strategy, Local Government Association.

3.9 Promotional Work and other non-official controls interventions for food and feed

Participation will be as part of a larger exercise organised nationally or through Essex County, these will be evaluated in line with corporate objectives.

Support of initiatives identified through the public health agenda including those identified in action plans for Health and Wellbeing.

Regulatory Services will also participate in:

- Health Promotion Events organised by SBC.
- Targeted events.
- Southend Action Days, targeted activity in specific areas

The team utilises resources to support leisure events across the town, though participating on the Safety Advisory Group and inspecting at events previously identified as higher risk.

4 Resources

4.1 Financial Allocation

	£ Budget 2021-22
Travel and Operational Costs	3,250
Equipment	0 (there would be budget available if required)
IT & Legal (included in management, administration and technical services)	0 (there would be budget available if required)
¹ Sampling Budget	0 (funding stream from grants where available and would be available if required)
*Staffing Costs	230,735
Funding contracted inspections	11,300 (additional spend dependent on backfill requirements for Covid-19)

(¹Microbiological samples are taken as part of our free allocation with PHE.)

4.2 Staffing Allocation

Staff	FTE 2018-19	FTE 2019-20	FTE 2020-21	FTE 2021-22
Management Food and Feed	0.5	0.5	0.5	0.5
Regulatory Services Officers Food* <small>vacancy factor used for Contracted inspections</small>	3.5	3.2	1.8	1.8
Enforcement Officers Food	0.5	0.5	0.6	1.0
Contracted food inspections (includes backfill for Officers undertaking Covid-19 duties)	0.3	0.5	0.8	1.6
Total Officers	4.8	4.7		4.9
Administration	0.6	0.6	0.6	0.6
Regulatory Services Officers Feed	Contracted service out	Contracted out service	Contracted out service	No inspections due this year

4.3 Staff Development Plan

Training will be identified as part of the annual conversations with staff members to meet the needs of the service to be delivered. Registered Environmental Health Practitioners are responsible for managing their own CPD training which will mostly be provided externally and funded by the Council.

Continued assessment of competencies in line with the Code of Practice is undertaken as part of the Council's appraisal system.

Officers who support areas of food, feed, infectious disease and legal processes will receive appropriate training which will be provided both in-house and externally as appropriate.

Officers working to complete their registration as food practitioners will be supported.

4.4 Projected resource required to deliver programme:

Activity (does not include Business Support time)	FTE
Food Hygiene Inspections	1.8
Approved Premises	0.05
Food Standards (if undertaken at time of food hygiene inspection)	0.4
Importer / Exports Certification	0.4
Inspection of Fishing Vessels	0.2
Revisits to check compliance / FHRS	0.3
Service Requests	1.1
Events applications	0.2
Advice to Business	0.2
Formal action	0.1
Co-ordination liaison and Promotional work	0.1

Sampling activities	0.1
Food poisoning (does not take into account outbreak)	0.2
Incidents (including illegal harvesting of shellfish)	0.5
Training for competency (Code of Practice requirement) & internal	0.1
Auditing	0.05
Management of activities (service and improvements)	0.9
Total Food (excluding dedicated administration)	6.1
All Feed Activities	0.09

There is a contract in place to undertake some food inspections to assist with meeting the FLCoP requirements to ensure that high risk interventions are completed in year. Where there are continued recruitment issues or where resource is put into supporting pandemic coronavirus the support from contracted inspections may be increased. There are no feed inspections due so there will be no funding allocation through the EETSA Feed Group this year.

5 Quality Assessment

5.1 Quality Assessment and Internal Monitoring

The Council participated in the Essex Food Group internal audits against the Brand Standard in 2015. An action plan was developed and implemented. Audit procedures were updated to include checks for Brand Standard compliance. The team continues to participate in the data cleansing programmes managed through the FSA.

The FSA undertook a thematic audit of the Council's food enforcement programme in December 2012. An Action Plan was agreed with Council and has been implemented. Progress against the Action Plan has been reported to the FSA. The audit review by the FSA was completed in April 2014 and the service has been signed off as compliant.

A Data Protection Audit took place in November 2012 and there were no issues raised.

There is an internal audit team within the Council who select areas for review on an annual basis. There is also Member scrutiny through the scrutiny process as appropriate. An audit of the Regulatory Services restructure was carried out during 2013 and there is currently a restructure underway to integrate the Private Sector Housing function into the Regulatory Services team.

6 Review

6.1 Review against the Service Plan 2020-21

There is continued support for report writing and there are a range of performance reports available.

Food Safety:

FSA Category	Numbers Due	% Achieved
A	6	100
B	68	76
C	249	41
D	280	16
E	270	0
Unrated (includes changes in year)	50	22

The planned inspection programme was not fully completed because premises closed and officers were on lockdown in response to pandemic coronavirus. Last year the team achieved 100 of A risk premises and 76% of B risk. High risk inspections were targeted but those B that were not inspected were care homes, where access was restricted because of covid controls and premises being closed. In line with the FSA priorities of inspecting non-compliant premises and those restaurants now offering take-away, 41% of C risk inspections were completed.

To support businesses to be ready for exiting the EU, all approved premises were inspected, and fishing vessels were registered and inspected.

In line with the Food Standards Agency direction the team provided guidance to those premises with a poor inspection ratings. Focus was also on those previously only operating as restaurants, who had changed their offering to take-away. Guidance given also included covid-19 controls.

The team has recruited an Assistant Regulatory Services to provide a training route for full competency for food interventions. The team has also recruited an Enforcement Officer to support the delivery of the official food controls. During the year additional contracted inspections were undertaken to assist with the priorities of the programme to back-fill those undertaking contact tracing.

Food Standards:

There was only 1 High Risk inspection due which was completed. In line with our Service Plan food standards inspections were completed at the time the food hygiene inspection was due. There was no requirement to report on food standards inspections completed for 2021-22 because of the pandemic.

Feed Premises Profile as at 31 December 2018 (for the 2020-21 inspection programme):

Category of Premises	No.
Pet Food Manufacturers R06	2
Supplier of Surplus Food R07	16
Total	18

Inspections completed in line with the desk-top study:

Category	No. In category	Due 2020-21	Completed	% Achieved
R7	16	3	3	100
R6				
R5 ¹				

To resolve the time element of the training and enforcement for feed this part of the service has been contracted out.

Enforcement in Food Premises:

	2020-21	2019-20	2018-19	2017-18
<i>Prosecutions</i>	0	0	0	0
<i>Simple Cautions</i>	0	0	0	0
<i>Improvement Notices</i>	0	5	9	7
<i>Prohibitions & Voluntary Closures</i>	1	0	0	3
<i>Seizure and Detentions (including voluntary surrender)</i>	51	47	8	11
<i>Remedial Action and detention notices</i>	0	0	0	0

The team continues to disrupt the illegal harvesting of shellfish and undertakes voluntary surrender of oysters and other shellfish from the seafront. Last year approximately 2558Kg was voluntarily surrendered and destroyed. The team also formally seized, and took to Magistrates Court, 111.1Kg of in-shell oysters and 51 litres of shucked oysters (which would be equivalent to 1.020Kg of live oysters in shell).

The team worked collaboratively with the Gangmasters and Labour Abuse Authority, the Inshore Fisheries and Conservation Authorities, the town centre and marine units of Essex Police, and the charity Justice and Care. There were three weeks of operations supplementing the usual interventions undertaken by Environmental Health in July, August and September. The operations intercepted harvesting groups, individuals and the vehicles used.

Requests

	2020-21	2019-20	2018-19	2017-18
<i>Food Safety and Standards</i>	596	535	555	619
<i>Infectious Disease</i>	137	266	221	254

Sampling

	2020-21	2019-20	2018-19	2017-18
<i>Microbiological Samples Taken</i>	111	210	188	164
<i>Analytical Samples Taken</i>	25	42	0	0

There were reduced numbers of samples taken because of premises being closed through lockdown. The FSA funded an EU imported food sampling project which was completed. There were no samples required to be taken for feed analysis in 2020-21.

Questionnaires continue to be used as a method of assessing the risk of the activities of unrated Home Caterers. This group tends to operate sporadically, utilising their food hygiene rating as a quality standard, rather than as them meeting the criteria for registering. There has been a high number of new registrations this year, where they are catering from home.

The Council has continued to participate in the FHRs.

The Council has continued to use social media, through a Facebook page to inform business of emerging issues, including reinforcing the FHRs; publicising campaigns and informing members of where a business achieves a five under that scheme.

There is continued support of the Safety Advisory Group which provides guidance to event applicants.

The arrangement with Essex County Council for undertaking animal feed inspections has delivered the inspection programme for last year. This arrangement is not required this year as there are no inspections due for animal feed.

6.2 Identification of any Variation from the Service Plan 2020-21

The inspection plan was not completed because of the lock-down for pandemic coronavirus. The team focussed on the priorities identified by the Food Standards Agency. The high risk inspections that were not completed were either in care homes, because of the risk of introducing Covid-19 into the care homes, where intelligence had not suggested an intervention was required or where the premises were closed throughout the pandemic.

6.3 Areas for Improvement

- Continue to improve the use of the database.
- Data cleansing exercise.
- Continued improvement of remote working facilities to integrate paperwork for inspections.

- Improved reporting tools are being developed for performance management purposes.
- Continue to maximise use of Uniform.
- Standardising work where possible and process improvements.
- Continue to vet and prioritise new premises inspections.
- Training of Officers to support work areas and identified competency requirements.
- The recent Uniform update allows the authority to apply an existing rating where an alternative enforcement visits has been undertaken and reschedule for the next intervention in line with the FLCoP. A process will be developed and ensure the mapping in Uniform reflects this.
- Work with businesses to identify service needs.
- Integration with Food Standards Agency food registration service.
- Check processes for issuing of health certificates function once operational.

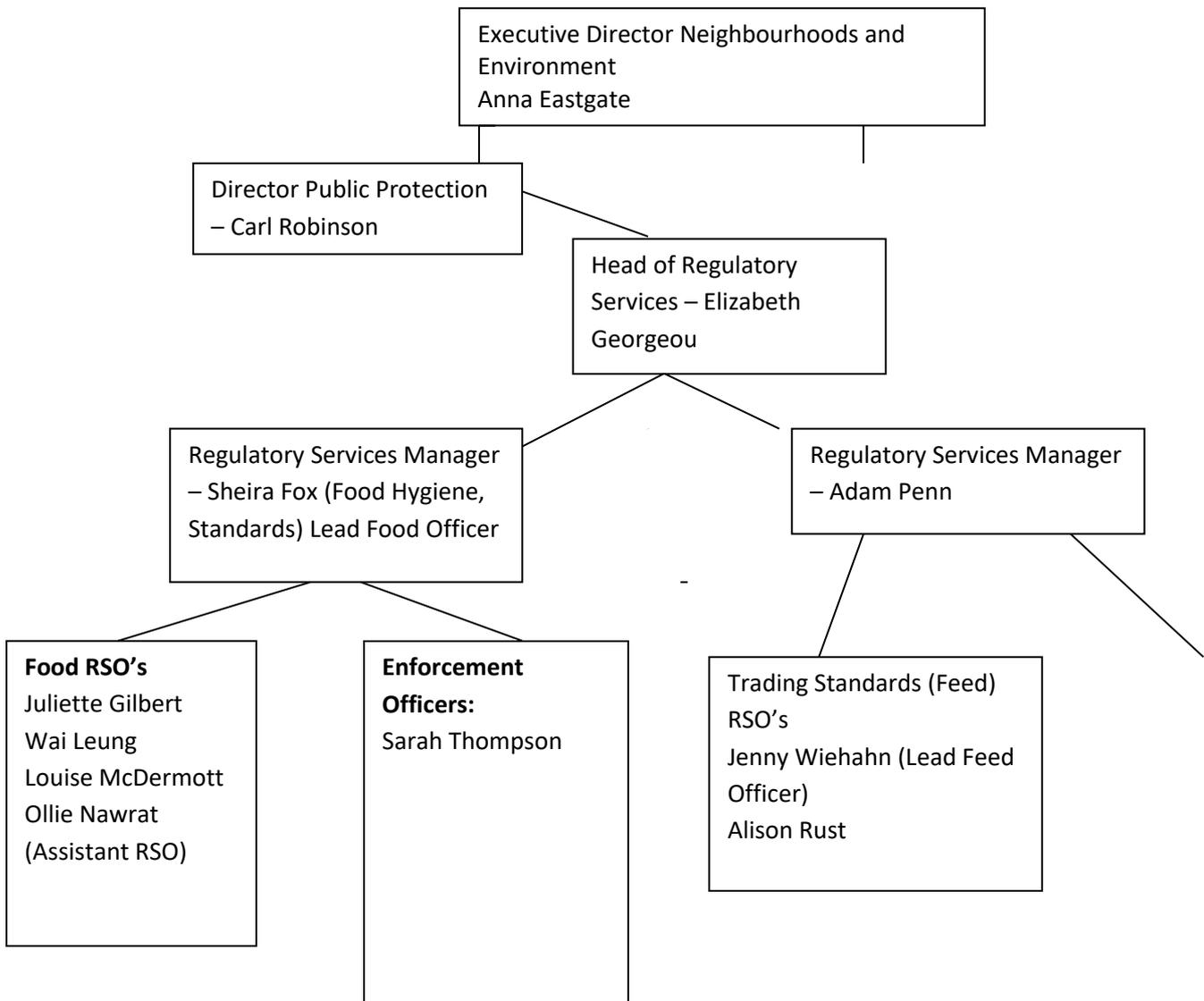
Annex 1

Leader and Cabinet Portfolio for Regulatory Services:

Leader Cllr Ian Gilbert

Public Protection: Cllr Martin Terry

Food Service – Officers undertaking food work only:



SOUTHEND-ON-SEA BOROUGH COUNCIL
SAMPLING PROGRAMME; 13th April 2021 – 30th March 2022

Food Std Sampling Dates	Microbiological Sampling Dates			
	Sampling day: Weds	Sampling Projects In-house, PHE, FSA funded, Eastern Region	Approved/ factory	Cockles (June-Oct)
	14/04/2021	RTE Nut bar (loose nuts) and muesli products – particularly with Brazil nuts		
	28/04/2021	RTE Nut bar (loose nuts) and muesli products – particularly with Brazil nuts		
	12/05/2021	In-house scooped & machine ice cream		
	26/05/2021	In-house scooped & machine ice cream	Y	
	09/06/2021	In-house scooped & machine ice cream		
	23/06/2021	In-house Listeria shopping basket i.e. pate, soft cheese, smoked fish, sandwiches (service stations) / PHE cooked cold chicken		
	07/07/2021	In-house Listeria shopping basket i.e. pate, soft cheese, smoked fish, sandwiches (service stations) / PHE cooked cold chicken		
	21/07/2021	PHE – Post lockdown hygiene survey including dishwasher		
	04/08/2021	PHE – Post lockdown hygiene survey including dishwasher		
	18/08/2021	PHE – Post lockdown hygiene survey including dishwasher	Y	
	01/09/2021	PHE – Post lockdown hygiene survey including dishwasher		
	15/09/2021	PHE – cooked cold chicken survey		
	29/09/2021	PHE – cooked cold chicken survey		
	13/10/2021	In house Covid-19 takeaway premises. i.e. hot holding food from fish and chip shops, sandwiches etc / PHE cooked cold chicken survey		
	27/10/2021	In house Covid-19 takeaway premises. i.e. hot holding food from fish and chip shops, sandwiches etc / PHE cooked cold chicken survey		
	10/11/2021	In house Covid-19 takeaway premises. i.e. hot holding food from fish and chip shops, sandwiches etc / PHE cooked cold chicken survey		

	24/11/2021	In-house organic baby weaning food – microbiological contamination (pharmacies)	Y
	08/12/2021	In-house organic baby weaning food – microbiological contamination (pharmacies)	
	NEW YEAR *No sampling activities*		
	19/01/2022	In-house emerging food issues – food alerts / recalls / contamination	
	02/02/2022	In-house emerging food issues – food alerts / recalls / contamination	
	16/02/2022	In-house emerging food issues – food alerts / recalls / contamination	Y
	02/03/2022	In-house microbiological contamination of organic RTE foods	
	16/03/2022	In-house microbiological contamination of organic RTE foods	
	30/03/2022	In-house microbiological contamination of organic RTE foods	