

Directorate: Place

Division: Environment and Operational Services

Department: Regulatory Services

Operational Team: Consumer Protection – Environmental Health

**Document: Appendix A
Food Standards Agency Framework Agreement (Service Planning)**

Food Safety Service Plan: 2021/22



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Food Safety Service Plan 2021/2022

Executive Summary

This plan fulfils the Council's obligations under the Framework Agreement on Official Feed and Food Controls by Local Authorities, published by the Food Standards Agency (FSA). The FSA requires the production of an annual service plan and review for the provision of a food safety enforcement service. The plan is a public document, published on the Council website following approval by elected Council Members.

The objective of the plan is to deliver a programme of food and feed activity, providing public confidence that food/feed produced and/or sold in the Borough is without risk to health.

1. INTRODUCTION

1.1 Enfield's food and feed service are delivered by the Environmental Health staff of the Consumer Protection Team. Consumer Protection comprises four professional disciplines: food safety; health and safety; trading standards and licensing. The team is part of the Place Directorate.

For the purposes of the framework agreement and this report the Service Plan only refers to the specific area of work of food and animal feed. The team undertake other statutory duties which are outside the scope of this report.

1.2 Food Standards relates to issue of description, labelling and composition of food to ensure that consumers are not misled; it covers allergens.

1.3 Food Hygiene relates to the safety of food supplied for human consumption at all points in the food chain.

1.4 Animal feed relates to the arrangements, registration, approval, and inspection of feed business establishments (FeBEs). These will be carried out by the Association of London Environmental Health Managers (ALEHM) funded project in partnership with London Trading Standards (LTS).

1.5 The purpose of the service plan is to ensure national priorities and standards are addressed, delivered locally and to provide a mechanism for managing performance. This service plan is based on the existing function arrangements, staff and resources. Any changes to the levels of staffing and resources identified will impact on the level of service provided. The service plan directs individual officer performance which is regularly monitored and reviewed. The plan covers the functions carried out by authorised officers under the provisions of the Food Safety Act 1990, The Food Safety and Hygiene (England) Regulations 2013, relevant regulations made under the European Communities Act 1972 and any new legislation.

1.6 Enfield will aim to support those priorities and emerging food threats as identified by the Food Standards Agency, National Food Crime Unit, and any relevant

overarching strategy of the Food Standards Agency. In particular the post covid Food Standards Agency Recovery Plan (July 2021 to 2023/2024).

2. SERVICE AIMS AND OBJECTIVES

2.1 Corporate Objective, Plans and the Regulator's Code

2.1.1 This service plan supports:

- the [Regulator's Code](#) which is a framework for how Regulators should engage with those they regulate and
- priority 2 and 3 of the Council plan "A Lifetime of Opportunities 2020-2022- Enfield Council Plan"



Priority 2: Safe, Healthy and Confident Communities

- The service is committed to ensuring that all food stored, manufactured and/or sold within the Borough is safe and without risk to health.
- Ensure high standards of food hygiene and food standards through monitoring of premises to achieve compliance with food and feed law.
- Empower consumers to make informed choices in relation to the food they purchase and consumer. Support the [Food Standards Agency National Food Hygiene Rating Scheme](#).
- We will support the Enfield Joint Health and Wellbeing Strategy 2020 – 2023 by working in partnership with colleagues in Public Health to deliver the [Healthy Catering Commitment](#) focusing on businesses in the East of the Borough.

Priority 3: An Economy that Works for Everyone.

- The food sector is a significant employer in the Borough. Regulation supports business growth and achieves overall long-term economic gains.
- Working with businesses and partners to create a fair and equitable trading environment.
- Supporting businesses through education, advice and targeted enforcement and best practice.
- Provide business operators with training and support to assist them to comply with the law. This will include where applicable the Primary Authority arrangements.

3. BACKGROUND

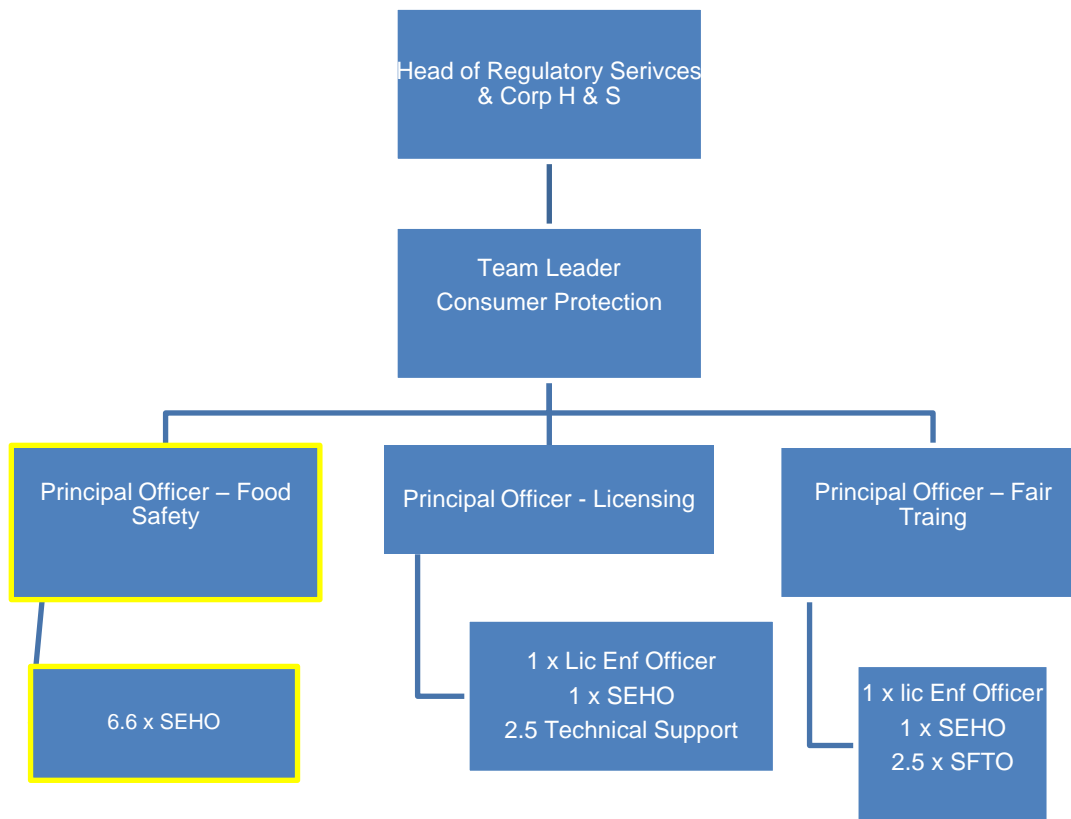
3.1 Profile of the Enfield Council

Enfield Council is an outer London Borough. It is the capital's most northerly borough and is home to a diverse community of over 338,201 (2019 data).

Further information and location details can be found on the Enfield website at www.enfield.gov.uk.

3.2 Organisational Structure

The structure of the Council Services and the Council's democratic arrangements can be found on the Council's website www.enfield.gov.uk. The structure of the Consumer Protection Team on 1 April 2021 is detailed below. Those posts highlighted in yellow identify food posts only.



3.3 Accessibility to the Service: Service Operational Hours

The Consumer Protection Team are located at:

Enfield Council
Civic Centre
Silver Street
Enfield
EN1 3XH

Officers can be contacted by their work email or telephone, although the corporate drive is for customers to self-serve via the website. There is a generic email at environmental.health@enfield.gov.uk and a generic number via the Council contact center on 020 8379 1000.

The main office hours are 09:00-17:00. Senior officers may be contacted via the Council's out of hours provider (020 8379 1000) for emergencies only.

4 Scope of the Feed and Food Service

4.1 The Team ensures the Council meets its statutory duties specified in primary legislation. They are responsibility for the delivery of:

- Food hygiene law
- Food standards law
- Animal Feeding stuffs
- Infectious Disease Control

- Food Sampling
- Health and Safety
- Private Water Supplies

This is achieved through:

- Compliance with the Statutory Codes of Practice issued by the FSA for Food Law and Feed Law.
- Food Interventions: the frequency of which is set out in the statutory Food Law Code of Practice.
- Service demands; Investigation of service enquires; accidents and food poisonings. Not all requests for service are responded to; the service operates an intelligence led risk-based approach to responding to enquiries.
- Business support: provision of advice, guidance, and training to local businesses and to consumers.

4.2 Specialist Service Providers

4.2.1 **Food Examiner:** Examination of food samples is undertaken on behalf of the Council by the food examiners appointed by Public Health England, Food, Water & Environmental Microbiology Laboratory London, 61 Colindale Ave London NW9 5EQ, that meet the qualification requirements specified in the Food Safety (Sampling & Qualifications) Regulations 2013.

4.2.2 **Public Analyst:** Public Analyst Scientific Services Limited, i54 Business Park, Valiant Way, Wolverhampton WV9 5GB provides analytical services. Duncan Arthur is appointed to act as Public Analyst (PA) pursuant to the Food Safety (Sampling and Qualifications) Regulations 1990 for analysis of food labeling and compositional samples.

4.2.3 **Infectious Disease Control:** The proper officer functions for the purposes of notifications of infectious diseases has been delegated to the Consultant in Communicable Disease Control (CCDC) for Public Health England (PHE) and nominated specialist colleagues.

5.0 Premises Profile.

There are approximately 2,600 registered food businesses in the borough. Each year there is a high turnover of new food businesses. This increased during 2019/2020 due to Covid pandemic where many have sought to operate home catering businesses.

Enfield has a diverse population; we do not record the ethnicity of businesses.

Year	Opened	Closed	New Premises Inspected
2018/19	259	234	141
2019/20	344	315	230
2020/21	416	229	120

5.1 Frequency of Inspection:

Rating	Food Hygiene	Food Standards
A	at least every 6 months	at least every 12 months
B	at least every 12 months	at least every 2 years
C	at least every 18 months	at least every 5 years
D	at least every 24 months	No rating
E	Alternative enforcement or every 3 years	No rating
Unrated	New premises which are registered on the database but awaiting inspection	New premises which are registered on the database but awaiting inspection
Outside the intervention programme	Premises not included in the inspection programme because they are very low risk	Premises not included in the inspection programme because they are very low risk

Since April 2015 business which we determined as posing low/no inspectable risk e.g., chemist shops, food banks were placed outside the inspection programme. The database record will retain the MAFF code and a main EH use code of A00A will be added. These premises will not receive an inspection unless there is a complaint or incident which warrants this. They will be provided, where required, relevant food safety information by email.

5.2 Food Hygiene: The following table shows the breakdown per MAFF category and risk rating for food hygiene at 21/5/21.

	Risk Rating							Total
	A	B	C	D	E	Outside	Unrated	
A- Primary Producer	0	0	1	0	1	10	0	12
C Manf/Packer	1	15	10	11	7	21	6	71
E Importer/exporter	1	2	3	14	5	15	5	45
F Distributors/Exporter	0	0	2	12	22	33	8	77
G01 Retailer	0	1	13	21	27	1	0	63
G02	0	7	62	129	110	71	22	401
G03	0	0	4	12	23	86	13	138
H01 Restaurant/Café. Canteen	0	30	171	189	15	15	29	449
H02 Hotel/Guest House	0	0	1	5	3	3	1	13
H03 Pub/Club	0	2	22	39	26	76	9	174
H04 Take - away	2	14	126	63	3	4	19	231
H05 Caring Establishment	1	29	55	45	21	266	8	425
H06 School/College	1	21	33	34	5	17	7	118
H07 Mobile food Unit	0	6	15	37	24	11	5	98
H08 Restaurant/Caterer- Other	0	3	38	82	53	93	18	287
Total	6	130	556	693	345	722	150	2602

5.3 Food Standards: The following table shows the breakdown per MAFF category and risk rating for food standards at 21/5/21.

	Risk Rating					Total
	A	B	C	Outside	Unrated	
A- Primary Producer	0	1	1	6	4	12
C Manf/Packer	10	38	1	0	22	71
E Importer/exporter	15	11	0	8	11	45
F Distributors/Exporter	4	21	11	27	14	77
G01 Supermarket/Hypermarket	1	16	38	1	7	63
G02-Small Retailer	0	160	109	71	61	401
G03 Retailer Other	1	21	14	86	16	138
H01 Restaurant/Café. Canteen	0	232	150	15	53	450
H02 Hotel/Guest House	0	2	7	3	1	13
H03 Pub/Club	0	30	53	76	15	174
H04 Take - away	0	158	36	4	33	231
H05 Caring Establishment	0	32	107	266	20	425
H06 School/College	0	27	64	17	10	118
H07 Mobile food Unit	0	48	27	11	14	100
H08 Restaurant/Caterer- Other	2	67	92	92	34	287
Total	33	864	710	683	315	2605

5.4 Vertical Directive Premises: The Team is responsible for the approval and inspection of premises in accordance with Regulation 853/2004 and 854/2004. These premises are involved in the manufacture of specific high-risk foods (meat, fish and dairy products), and require an approval number to be issued to allow businesses to legally trade.

As of April 2021, there are 19 establishments approved under 853/2004

6. Overdue Food Hygiene Inspections.

The numbers of overdue food hygiene inspections are detailed below. The unusual backlog of Cat B and C premises is a result of the Covid pandemic.

Rating	Total numbers overdue 2018/2019	Total numbers overdue 2019/2020	Total numbers overdue 2020/2021
A	0	0	0

B	0	0	46
C	0	17	263
D	0	12	224
E	0	2	51

6.1 Overdue Inspections:

Food Standards

Rating	Total numbers overdue 2018/2019	Total numbers overdue 2019/2020	Total numbers overdue 2020/2021
A	0	0	25
B	52	50	115
C	10	22	56

To reduce the food standards backlog officers will always undertake a risk rated food standards inspection when they are undertaking the food hygiene inspection irrespective of the due date for food standards. Over time this will result in a reduction of overdue premises.

7.0 Formal Enforcement work:

Whilst we continue to give advice and support to businesses to assist them to achieve compliance with the law, we will take enforcement action against those businesses who do not comply.

	2018/19	2019/20	2020/21
Formal closures of food businesses	0	0	0
Voluntary closures of food businesses.	11	8	4
Food hygiene improvement notices served	250 across 42 premises	163 across 47 premises	6 across 2 businesses
Completed Prosecutions with court outcome	5	1	0
Prosecutions still under investigation	9	0	4
Simple cautions	0	0	0

8.0 National Food Hygiene Rating Scheme:

The following tables shows the profile of Enfield food premises scored in accordance with the National Food Hygiene Rating Scheme (NFHRS) at 24/5/21.

Food Hygiene Rating System

Distribution of FHRs ratings over time for Enfield at 24/05/21 01:31



Number of establishments in each rating

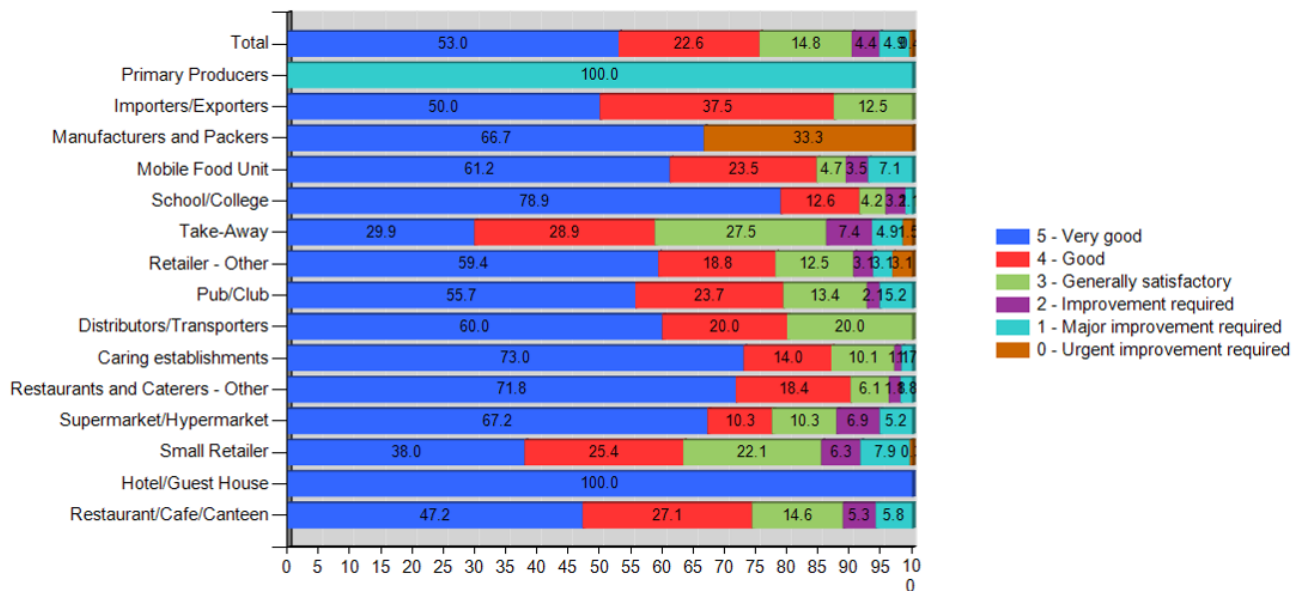
FHRS Rating	Sep - 20	Oct - 20	Nov - 20	Dec - 20	Jan - 21	Feb - 21	Mar - 21	Apr - 21	May - 21
5 - Very good	892	1001	1014	1019	1020	1015	1015	873	875
4 - Good	425	474	475	476	472	473	478	385	373
3 - Generally satisfactory	237	263	265	267	267	262	262	243	244
2 - Improvement required	71	77	76	73	73	75	74	72	73
1 - Major improvement required	87	98	97	93	94	91	90	85	80
0 - Urgent improvement required	4	4	4	4	5	4	5	6	6
Total rated establishments	1716	1917	1931	1932	1931	1920	1924	1664	1651
Establishments with rating of 3 or better	1554	1738	1754	1762	1759	1750	1755	1501	1492
Awaiting inspection	79	158	149	152	157	165	169	387	389
Exempt	35	35	34	33	33	33	33	33	31
Sensitive	17	17	17	16	16	16	16	16	16
Excluded	124	124	122	125	125	125	125	123	122
Total establishments	1971	2251	2253	2258	2262	2259	2267	2223	2209

Food Hygiene Rating System

Distribution of FHRs ratings for Enfield at 24/05/21 17:00



% distribution of ratings for rated establishments for Enfield at 24/05/21 17:00



8.1 Requests for Re- Inspection and Appeals

Year	Number of requests for a reinspection	Number of Appeals	Outcome of Appeal	
2018/2019	49	8	1 3 2 0 2 appeal form no info 1 1 1	1 4 3 0 2 out of time for appeal 1 2 1
2019/2020	56	3	2 2 2	4 3 2
2020/2021	20	0		

8.2 FHS Movement in Rating System (at 24th May 2021)

Rating	No. of establishments for which the rating improved	No. of establishments for which the rating is unchanged	No. of establishments for which the rating went down	No. of establishments for which rating no longer given (5)	% of establishments for which the rating improved	% of establishments for which the rating is unchanged	% of establishments for which the rating went down	% of establishments for which rating no longer given (5)
0	19	0	N/A	1	95.0	0.0	N/A	5.0
1	146	20	1	4	85.4	11.7	0.6	2.3
2	69	10	5	5	77.5	11.2	5.6	5.6
3	99	43	25	32	49.7	21.6	12.6	16.1
4	126	104	79	81	32.3	26.7	20.3	20.8
5	N/A	431	110	109	N/A	66.3	16.9	16.8
	459	608	220	232	30.2	40.0	14.5	15.3

(5) - Establishments that were previously rated with a status of Included or Included and private but are now awaiting inspection, exempt, sensitive or excluded.

9 Legislative Changes

Appendix A:

Food Standard Agency Framework Agreement Update for 2021/2022 (V2)

9.1 Brexit – Export Health Certificates

The UK is now classed as a Third Country for the purposes of food exports. Businesses now wishing to export to the EU are required to have a signed Export Health Certificate (EHC).

Officers are learning the new processes and procedures that surround this.

The cost to the business for an EHC is £331.50. This includes the officer's time for the inspection, producing and signing the certificate and sealing of consignments.

9.2 Revised FSA Statutory Guidance.

In March 2021, the FSA published;

i) Food Law Code of Practice (England)

The code provides statutory guidance to local authorities and port health authorities on the approach they should take to regulate food businesses.

More Information can be found on the FSA web page: <https://www.food.gov.uk/news-alerts/news/fsa-publishes-revised-food-law-code-of-practice-practice-guidance-and-introduces-a-competency-framework-in-england-and-northern>

ii) Food Law Practice Guidance (England)

This complements the statutory Food Law Code of Practice (England) (the Code) and provides general advice on approach to enforcement of the law where its intention might be unclear. Competent Authorities must have regard to the relevant Chapters of the Practice Guidance which are specifically referenced within the Code.

iii) **New competency framework; *Knowledge and skills for the effective delivery of official food and feed controls and other activities***

Local authorities and port health authorities are required to follow the framework in line with the requirements of the relevant statutory Food Law Code of Practice and associated Practice Guidance.

10. External Grant Funding and Support

External sampling grants from the Food Standards Agency (FSA) are no longer provided. All sampling costs are met from the existing Local Authority budgets.

11. Enforcement Policy

The [enforcement policy](#) was revised and approved by Cabinet on the 20th January 2016 and came into effect on 1st March 2016, it is published on the Council web site. The policy reflects the requirements of the Regulator's Code setting out a clear framework of what action businesses can expect the Authority to take when breaches of the law are identified.

12. Liaison with Other Organisations

The team contributes to regional activities through attendance at:

- North East Sector Food Liaison Group
- Environmental Health Forum
- Association of London Environmental Health Managers (ALEHMS)
- London Trading Standards (LTS)
- Food Standards Agency (FSA) update seminars.
- London Food Co-ordinating Group via LFCG.
- London Approvals Group

13. Service Delivery

13.1 Intervention at Food and Feed Establishments

Food Establishments

- The authority aims to undertake good quality, effective risk-based interventions in accordance with the Food and Feed Law Code of Practice and Practice Guidance.
- The aim is to achieve 100% inspection of highest risk premises. This will include Category A –C for food hygiene and Category A for food standards. All premises are inspected, and risk rated in accordance with the Code of Practice.
- All low-risk premises which were taken out of the program will be subject to an Alternative Enforcement Strategy (AES) questionnaire. Where the results of this suggest the premises presents a higher risk then it will be allocated for an intervention.

13.2 Improving compliance of Non-Compliant Businesses (rated 0-2)

- Where there is a history of poor performance in non-compliant businesses, officers will serve food hygiene improvement notices and/or seek to prosecute.
- Premises will also receive a verification/surveillance or monitoring intervention (a revisit) to ensure they are compliant.

13.3 New Businesses

The Food Law Code of Practice requires that unrated (i.e., new) food premises be inspected, and risk rated within 28 days of registering.

We do not have the resources to achieve this. We have and will continue to triage all new premises to identify which ones are likely to pose a high risk. We will endeavor to inspect these first.

14. Inland Control of Imported Food

- 14.1 Enfield has a diverse population and imported foods are considered during all food safety interventions.
- 14.2 The team deal with the regulation and enforcement of imported foods in partnership with the FSA and other local authorities who may refer incidents to us where business are based in Enfield.

15 Feed Establishments

- 15.1 The Council has a statutory duty to maintain a register of animal feed premises in the Borough and to implement a risk-based inspection programme of these establishments to ensure compliance with the relevant EU and UK legislation.
- 15.2 At present, there are 40 registered premises in Enfield which comprise of farms and food businesses supplying waste food into the animal feed chain. Along with other London Boroughs, the number of feed premises within Enfield is relatively small when compared with the number of food establishments that the Council has responsibility for in relation to food safety.
- 15.3 The Food Standards Agency Code of Practice for Animal Feed requires officers working in this area to have an “appropriate qualification.” None of the officers in the food team hold this qualification. This is not uncommon in London. As a result, this area of work for London is contracted via The Association of London Environmental Health Managers (ALEHMS) and London Trading Standards (LTS) to a suitably competent and qualified officer.

16 Complaints

All complaints are recorded on the M3 database, assessed, prioritised and dealt with according to risk to determine level of intervention and appropriate further action. Not all complaints will be investigated some will be logged for information. This is published on the [Council website](#).

Number of food complaints received.

Year	Food Hygiene	Food Standards
2019/2020	950	22
2020/2021	974	13

17 Primary Authority Principle

17.1 Primary Authority is administered by OPSS (Office of Products Safety and Standards) which is part of BEIS (Business, Energy and Industrial Strategy). Primary Authority enables businesses to form a statutory partnership with one local authority. This Authority can then provide assured advice for other local regulators to take into account when carrying out inspections or addressing non-compliance.

The aim is to deliver improved co-ordination and consistency, and provide for an improved national approach to multi-site businesses in England and Wales.

17.2 Enfield currently has a Primary Authority Partnerships for food hygiene with;

- JJ Fast Foods.
- Eggfree Cake Box

18. **Advice to Business**

The Consumer Protection team is committed to supporting businesses in the borough, facilitating legal compliance, business growth and overall employment and economic viability.

Advice is provided via a variety of mechanisms for example, during official interventions (inspection; revisit; sampling); following an enquiry; during training courses and when businesses contact the team.

The team will also signpost businesses to other partners, agencies and other Council departments who may be able to assist them.

19. **Feed and Food Sampling**

In accordance with the Food Law Code of Practice we have a food sampling policy and program. The sampling program is coordinated through the North East Sector Food Liaison Group, attended by the Public Analyst.

The team will participate in any national; Public Health England, London-wide coordinated sampling projects where there is a clearly identifiable risk/problem specific to Enfield.

Sampling will include a range of microbiological and analytical samples of foodstuffs and environmental swabbing.

Samples are sent for microbiological examination to Public Health England and samples requiring chemical or physical analysis are sent to the Public Analyst.

The Food Sampling Policy is at Appendix C.

20. **Control and Investigation of Notifiable Infectious Diseases**

Appendix A:

Food Standard Agency Framework Agreement Update for 2021/2022 (V2)

- 20.1 During the Covid pandemic the team have been responsible for the delivery of locally supported contact tracing. We will continue to deliver this function until such time as it is no longer required which is likely to be until at least March 2022. We do not yet know what the demand on the service will be.
- 20.2 In accordance with advice from Public Health England, the Authority no longer investigate isolated incidents of certain food poisoning organisms, for example, Salmonella and Campylobacter.

All other isolated cases of food poisoning and all outbreak incidents are investigated in accordance with the Joint Infectious Diseases Protocol and Outbreak Control Plan. The team aim to respond to 100% of outbreaks within 24 hours of notification. All staff follow internal procedures and the Public Health England plans for investigation of food borne illness.

There is an out of hours emergency contact telephone list of senior managers should such an incident arise. This is accessible via 020 8379 1000.

Investigations can be contained within the existing resource allocation. However, in the case of a major food poisoning outbreak, resources will need to be diverted away from the food hygiene inspection programme, to support the investigation and action required.

21. **Food Alerts**

These are issued by the Food Standards Agency. This information is automatically sent from the FSA to the generic inbox for any appropriate action.
(environmental.health@enfield.gov.uk)

A Product Withdrawal Information Notice or a Product Recall Information Notice is issued where a solution to the problem has been put in place, for example the product has been, or is being, withdrawn from sale or recalled from consumers. A Food Alert for Action is issued where intervention by enforcement authorities is required. These notices and alerts are often issued in conjunction with a product withdrawal or recall by a manufacturer, retailer or distributor.

22. **Liaison with Other Organisations**

Enfield supports the attendance at the following partnership meetings as a mechanism for learning and dissemination of good practice.

- Team Leader- Consumer Protection attends the North East Sector Food Liaison Group.
- Principal Environmental Health Officer chairs the London Approvals Group.
- Senior Environmental Health Officer attends the London Public Health Forum Meetings and London Food Fraud Group.
- Team Leader and/or Head of Regulatory Services attend the ALEHMS meetings.
- Staff are encouraged to participate in relevant Knowledge Hub forums.

23. **Feed and Food Safety and Standards promotional work, and other non-official controls interventions**

Where resources permit the team will support the wider public health agenda through education and promotional work.

This will included:

- **Level 2 Food Hygiene Training**
The team facilitated the provision of low cost training to businesses.
- **CIEH - Healthier Catering Commitment**
Delivery of this is dependent on funding from Public Health.

24. **Resources**

24.1 **Financial Allocation**

Annual budget comparisons for the Food Safety team:

Year	Budget
2017/2018	£364,900
2019/2020	£380,690
2020/2021	£362,020
2021/2022	£367,590

24.2 **Staffing Allocation**

See section 3.2 for the organizational structure. The team is supported by a dedicated administration team who will log all incoming service enquiries. However, the administration of food inspections (updating the data base for risk ratings; sending the NFHRS letter and sticker) is done by the inspecting officer.

24.3 **Officer Targets**

Full time officers are expected to achieve a monthly inspection target of:

- Minimum 15 food hygiene inspections from the programme; subject to any enforcement work.
- Any Cat A Food Standards inspection allocated (no target)
- Risk rated food standards inspection where food hygiene inspection is carried out.
- Revisit on premises rated 0-2.

- Where appropriate service of notices and/or prosecute those businesses rated 0-2.
- Completion of re-score inspections within set time frame.
- Other incoming reactive work e.g., enquiries; food poisoning notifications

24.4 Staff Vacancies

Under the new restructure there are 1.5 vacant posts. Previous recruitment has been challenging due to a lack of suitability qualified and competent food officers.

External food contractors are now being used to assist with completion of the food inspection programme.

All contractors meet the requirements of the Food Safety Act Code of Practice Qualifications and Experience of Authorised Officers. For internal verification and auditing, all contractors are shadowed on their initial inspection by a Principal Environmental Health Officer.

25. Implications of Covid

The Food Standards Agency produced their “Recovery Road Map” (May 2021). This focusses on re-starting the regulatory delivery system in line with the Food Law Codes of Practice for the highest risk establishments while providing greater flexibility for lower risk establishments.

During the pandemic, the FSA adjusted their expectations of LAs. This was in recognition of the challenges LAs were facing in delivering their statutory food functions whilst having to prioritise protecting communities from COVID-19. It also reflected the changing business landscape, with many food businesses closing or changing operations. This enabled LAs to target scarce resources at the most high-risk establishments while deferring planned interventions, particularly for low risk premises.

A summary is extracted below and more detailed information can be [found here](#).



26 Staff Development Plan

- 26.1 In line with Corporate procedures, staff appraisal and development assessments are undertaken. Training needs are identified during this process and may also arise during the course of the year as part of staff monthly one to one meetings.
- 26.2 The Code of Practice introduced a requirement for evidenced based competency assessment for officers.

Competent Authorities must ensure the 20 hours CPD are split as follows:

- a minimum of 10 hours on subject matters set out in Chapter 1 of Annex II of Regulation (EU) 2017/625 and on the obligations of the Competent Authority resulting from this Regulation, relevant to the activities they are authorised to undertake
- 10 hours on other professional matters

27. Quality Assessment and Internal Monitoring

The following monitoring arrangements are in place to assess the quality of food enforcement work and ensure expected standards are maintained:

- Daily support provided by Team Manager and Senior officers
- Team Leader and/or Principal Graded Officers will aim to audit 5% of all food hygiene and standards inspections.
- Written work instructions and operational procedures
- Complaints against the service are received and recorded corporately in

- accordance with the published Corporate Complaints procedure.
- Lead officer to manage any appeals via the NFHRS.
- Use of inspection checklist/proformas for inspections and standard phrases form Schedules of Contraventions.
- Ongoing appraisals and regular one to one meeting.
- Team meetings and briefings to discuss matters of professional and technical interest.

28. Areas for Development

- 28.1 Northgate Public Protection Service , the IT provider for the back office database are issuing a de-support notice effective from November 2022. The team are in the process of working with Enfield Digital Services to move all service users to their new web based platform called Assure. Whilst outside the scope of this report there has been several problems in trying to move to this new platform. Digital Services would like to migrate to Assure by January 2022.
- 28.2 A mobile solution for inspections should be considered to improve data capture and efficiency of recording.
- 28.2 Recruitment drive to fill the vacant posts once the restructure is finalised.

Appendix B: Review of Service Plan 2020/2021

	Objective	Achieved												
1	To undertake a risk-based programme of interventions of food and feed premises in accordance with Food Standards Agency Food Law Code of Practice and Practice Guide.	<p>Food Hygiene</p> <table> <tr> <td>I01 - Inspection/Audits</td> <td>371</td> </tr> <tr> <td>I02 - Verification/Surveillance</td> <td>93</td> </tr> <tr> <td>I03 - Advice/Education</td> <td>2</td> </tr> <tr> <td>I04 - Sampling Visits</td> <td>1</td> </tr> <tr> <td>I05 - Information/Intelligence</td> <td>32</td> </tr> <tr> <td>Total</td> <td>499</td> </tr> </table> <p>Number of premises per category not inspected</p> <p>A= 0 B= 20 C= 156</p>	I01 - Inspection/Audits	371	I02 - Verification/Surveillance	93	I03 - Advice/Education	2	I04 - Sampling Visits	1	I05 - Information/Intelligence	32	Total	499
I01 - Inspection/Audits	371													
I02 - Verification/Surveillance	93													
I03 - Advice/Education	2													
I04 - Sampling Visits	1													
I05 - Information/Intelligence	32													
Total	499													

		D = 124 E= 35								
1.1		<p>Food Standards</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;"></td> <td style="text-align: right;">Total</td> </tr> <tr> <td>I01 - Inspection/Audits</td> <td style="text-align: right;">256</td> </tr> <tr> <td>I02 - Verification/Surveillance</td> <td style="text-align: right;">5</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">261</td> </tr> </table> <p>Number of premises per category not inspected</p> <p>A= 24 B= 94 C= 47</p>		Total	I01 - Inspection/Audits	256	I02 - Verification/Surveillance	5	Total	261
	Total									
I01 - Inspection/Audits	256									
I02 - Verification/Surveillance	5									
Total	261									
2	To register food and feed businesses	416 registered 120 inspected								
3	To carry out food sampling in accordance with nationally and locally set programmes.	No sampling was undertaken								
4	To provide information, advice and education on food and feed safety and standards issues to the business and residential community.	<p>Provision of LAEMS data published by FSA.</p> <p>Provision of FHR data available on FSA website</p> <p>Provision of LA web pages and links</p>								
5	To respond in line with service priorities to complaints and service requests concerning food and feed safety and standards.	<p>Food Hygiene enquiries 600</p> <p>Food Standards enquiries 22</p> <p>General enquiries 272</p>								
6	Food Hygiene Training	None provided due to covid								

Appendix C: Service Plan 2021/2022

Objective 1.1 By 31/3/22 Register food and animal feed businesses in accordance with Regulation (EC) No 852/2004 Article 6(2) &183/2005		
Estimate 300 new premises registration per year	All	Legal obligation to inspect all new premises within 28 days of registration. This is not possible with the current level of resource. These have been triaged & the high-risk premises will be allocated for inspection first. Premises who we have attempted to contact by phone/email will be written to & if they do not confirm they are still trading they will be removed from the database.
At 1/4/20 751 premises coded with EH main use of A00A & are excluded from inspection.	JBX/RC	Premises where there is a low inspectable risk e.g. food banks; chemists will be given an EH main use code of A00A (Low risk premises no inspection). This allows premises to be identified on the database, but they will not be allocated any food components for inspection. Information will be emailed as & when required. This list of premises is being reviewed & AES forms sent.
Objective 1.2 By 31/3/22 Implement a series of food hygiene risk based inspections/interventions in accordance with the Food Standards Agency food law code of practice and the National Food Hygiene Rating Scheme – Brand Standard.		
Inspections Inspection of all category A, B & C food premises due for a food hygiene inspection between 1/4/20 and 31/3/21. The + figures are what was overdue 2020/21 due to covid <ul style="list-style-type: none"> • Cat A = 6 • Cat B = 63 + 20= 83 • Cat C = 253 + 156 = 409 • Cat D= 230 + 124 = 354 • Cat E = 54 + 35 = 89 • Unrated = 684 • Total = 1,625 	All	Carry out 100% of Cat A, B & C inspections due Any request for a reinspection in accordance with the brand standard will be subject to a charge of £321.90 per request. Where officers instigate an official control (i.e. verification /surveillance or advice visit) then this will not be subject to a charge. New premises are triaged and inspected according to risk.
Revisits 0-2 rated premises	All	A contractor is needed to complete the outstanding

Backlog 2019-2020 = 43 2020 -2021 = 37		revisits and is in place. Estimation of time at 2 hrs a visit (extracting previous FHI report; visiting & creating new visit) = 160 hrs
Objective 1.3 By 31/3/22 Approve all food and feed business establishments operating within the borough that are placing products of animal origin on the market in accordance with EC Regulation 853/2004 and 854/2004		
Vertical Directive Premises Inspect and approve premises under product specific regulations.	CT	19 LBE approved establishments
Objective 1.4 By 31/3/22 Implement a series of food standards risk based inspections/interventions in accordance with the Food Standards Agency food law code of practice		
Inspection premises due for a food standards inspection between 1/4/21 to 31/3/22 (+ value = overdue from 2020/21 due to covid) <ul style="list-style-type: none"> • Cat A = 27 + 24 = 51 • Cat B = 184 + 94 = 278 • Cat C = 201 + 47=248 • Unrated = 684 • Total = 1261 	All	100% inspection of all Cat A premises due for a food standards inspection. This will include the backlog (24).
Objective 1.5 By 31/3/22 implement a series of risk based inspections for the purposes of animal feed		
Animal Feed	EZH	This work will be contracted via LTS/ALEHMS
Deliver CIEH Level 2 food Hygiene training	RC, JBX, RCA, CT	Achieve 95% pass rate of all persons trained. No. of persons trained
Objective 1.6 Work in partnership with public health to improve healthy food options		
Chartered Institute of Environmental Health – Healthy Catering Commitment	Public Health	Subject to resources this will be delivered by colleagues in Public Health.
Objective 1.7 Develop a sampling policy and targeted food sampling programme to ensure that all food business operators are fully compliant with EC Regulation 2073/2005 on microbiological criteria for food stuffs.		
Sampling	RCA; JSV	No. of samples taken. % satisfactory

		% unsafe
Objective 2.0: By 31/3/22 Utilise the National Food Hygiene Rating Scheme for display of information to the public		
Provide a weekly upload to the NFHRS website of premises which have been inspected.	JBX	
Objective 3.1: By 31/3/22 Provide a risk- based response to all allegations/notifications of food related illness .		
Ensure notifications of infectious disease/outbreaks are investigated according to internal procedures and the Health Protection Agency plans:	All	Remove and/or reduce the risk of any spread of any infection in the community.
Locally supported contact tracing for covid; in accordance with ongoing government advice/guidance.	JBX, RC	
HEALTH & SAFETY		
Objective 4 By 31/3/22 Implement a series of health and safety risk based inspections/interventions in accordance with Local Authority Circular 67-2 and the National Local Authority Enforcement Code		
At 1/4/21 there are no A rated premises for health and safety.	VPK	Premises will only receive a full health and safety inspection where there has been a serious accident or intelligence suggests that there is a justification to visit.
Safety Advisory Group Attend and support the Safety Advisory Group.	EZH VPK	
Objective 5: By 31/3/22 Improve staff competence through training and regional working arrangements; FSA on line training		
Food officers are required to undertake 20 hours CPD. Progression of completion of the Competency Matrix .		
Support regional groups, assisting with delivery of intelligence led projects:		

<ul style="list-style-type: none"> • NE Sector Food Group = EZH • Infectious Diseases = EZH • NW London Health & Safety = VPK 		
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Appendix D: Food & Feed Sampling Policy 2021/2022

1. INTRODUCTION

1.1. This policy covers the sampling activity undertaken by Consumer Protection in relation to food, animal feedstuffs and private water supplies.

This policy has been prepared having regard to:

- i) Food Safety (Sampling and Qualifications) (England) Regulations, 2013.
- ii) The Food Safety Act, 1990
- iii) The Food Safety and Hygiene (England) Regulations, 2013
- iv) The Official Feed and Food Control (England) Regulations, 2009
- v) The current edition of the Food Law Code of Practice (England), the Food Standards Agency Framework Agreement on Local Authority Food Law Enforcement.
- vi) Animal feedstuffs - EC Regulation 882/2004
- vii) Animal Feed (Composition, Marketing and Use) (England) Regulations, 2015
- viii) The Animal Feed (Hygiene, Sampling etc and Enforcement) (England) Regulations, 2015
- ix) The current edition of the Feed Law Code of Practice (England)

The Private Water Supplies Regulations, 2009 and the Private Water Supplies Technical Manual issued by the Drinking Water Inspectorate have been taken into account in relation to the sampling of private water supplies.

1.2. Sampling has a crucial role to play in supporting the aims of the London Borough of Enfield in relation to food hygiene, food standards and animal feed. These aims include:

- the protection of consumers through effective monitoring and enforcement of standards relating to the safety, composition and quality of foods;
- to support consumer choice through ensuring accurate and legally compliant labeling and composition of foods;
- to ensure that animal feeding stuffs produced, sold and supplied in Enfield meet the relevant legal requirements;

- to ensure that foods comply with relevant legislation;
- to ensure fair trading within the Borough.
Where required sampling of private water supplies in the Borough are undertaken to ensure that supplies are safe, wholesome and meet the relevant legal parameters.

1.3. The role of sampling to help to achieve these aims is enshrined in the principal European legislation from which UK food and feed law is derived and the Food Standards Agency monitors the performance of local authorities in relation to food and feed sampling. Details of the sampling activity undertaken by the Council are reported annually to the Food Standards Agency.

In relation to private water supplies, sampling data is reported annually to the Drinking Water Inspectorate within DEFRA.

1.4. This policy will be published and reviewed annually.

2. SAMPLING OBJECTIVES AND PRIORITIES

2.1. The Council's sampling activities will be directed by an annually produced food and feed sampling programme detailing specific surveys that will be undertaken. The inclusion of surveys in the programme will be determined by national, regional and local priorities. The following activities and factors will be considered

- Protection of the consumer through the enforcement of food legislation
- Responding to local or national food and feed hazard warnings or incidents;
- Participation national surveys co-ordinated by the Food Standards Agency and Public Health England and regional surveys as determined and co-ordinated by the North East London sector food liaison group, London Food Co-ordinating Group (LFCG) or Association of London Environmental Health Managers (ALEHM) in order to address local and national concerns;
- Supporting the food hygiene, food standards and animal feed inspection programme (e.g., sampling to help identify poor hygiene practices or to verify food/feed safety management systems);
- Responding to current issues affecting food safety, food standards and animal feed where intelligence is obtained from the National Food Crime Unit and/or the Food Standards Agency's National Control Plan.
- Consideration will be given to national, regional and local intelligence relating to food/feed safety, composition and labelling.
- The Council's responsibilities in relation to food and feed businesses for which it acts as the primary, home or originating authority.
- The number of producers and importers of food and in particular high-risk foods within the Borough
- In relation to private water supplies, the Authority will ensure that sampling is undertaken in accordance with the frequencies specified in the Private Water Supplies Regulations, 2009 based on the extraction rates and nature of each supply. Sampling will also be considered in relation to complaints about

private water supplies;

3. SAMPLING PROGRAMME

- 3.1. Sampling will normally be carried out in accordance with the programme and protocols will be devised for individual surveys. However, there will be occasions when reactive sampling will be undertaken in response to, for example, a food poisoning outbreak or complaint.
- 3.2. The extent of the Council's sampling activities will be determined by resource availability, the objectives outlined in the Consumer Protection Service Plan and any obligations placed on the Authority by the Food Standards Agency, the DWI and relevant legislation. The Council will liaise with other Authorities and use existing sampling data, where available, so as to reduce duplication and make more effective use of sampling resources. Emphasis will be placed on the Council's participation in national sampling surveys organized by Public Health England, the Food Standards Agency as well as regional surveys produced by the London Food Co-ordinating Group and ALEHM.
- 3.3 On the 9th June 2021 the Authority appointed Duncan Arthur, Public Analyst Scientific Services Limited, i54 Business Park, Valiant Way, Wolverhampton WV9 5GB whom meets the qualification requirements of the relevant legislation and is appointed as the London Borough of Enfield's Public Analyst for food and Agriculture Analyst for animal feedingstuffs and fertilisers.
- 3.3. Progress towards completing the programme will be regularly assessed throughout the year. Re-sampling will also be undertaken as required, for example, where previous samples have been found to be unsatisfactory or unacceptable.
- 3.4. Particular emphasis will be placed upon foods that are produced in the Borough for supply on a wider scale and upon premises that act as food importers. It is intended that at least 25% of the total number of food samples taken will be targeted towards manufacturers, importers, premises that are approved under product-specific legislation and premises for which Enfield acts as the primary, home or originating authority. In addition to the types of foods handled by these businesses, account will also be taken of any specific food safety or consumer protection issues that may be applicable (for example, emerging food safety issues, food alerts identified by the Food Standards Agency)

4. TYPES OF SAMPLE

- 4.1. All sampling will be carried out in accordance with the requirements of the Food Safety Act, 1990, the Food Safety and Hygiene (England) Regulations, 2013, the Food Safety (Sampling and Qualifications) (England) Regulations, 2013, relevant European law and subordinate legislation as appropriate, Food Law Code of Practice and local internal quality procedures. Consideration will also be given to any

relevant EU or UK government guidance, sampling protocols produced for specific surveys and the comments of the Public Analyst and Food Examiner.

Formal sampling will be undertaken by suitably qualified officers who are authorised by the Council in accordance with:

(for food) - section 5 of the Food Safety Act, 1990, regulation 5 of the Food Safety and Hygiene (England) Regulations, 2013 and who meet the relevant requirements of the Food Law Code of Practice;

(for feed) – section 67 of the Agriculture Act, 1970, regulation 21 of the Animal Feed (Hygiene, Sampling etc and Enforcement) (England) Regulations, 2015 and who meet the relevant requirements of the Feed Law Code of Practice. Other officers may only take informal samples.

4.2. Samples for microbiological examination will be taken formally and will be submitted to the food examiner or to the Public Analyst in certain exceptional circumstances. Samples for chemical or compositional analysis and for comments on labelling will be submitted to the Public Analyst. Animal feed samples will be submitted to the Agricultural Analyst. Samples for routine surveillance or specific surveys will normally be taken informally unless otherwise specified in the sampling survey protocol. If the commission of an offence under relevant food or feed law is suspected, samples will be taken formally. Samples may be taken or purchased at the officer's professional discretion or in accordance with the requirements of the relevant sampling protocol. Further guidance on sampling methods and administrative requirements are contained in local quality procedures. Action for unsatisfactory samples will be taken in accordance with the current enforcement policy.

4.3. As sampling may give rise to criminal proceedings being taken, the integrity of samples and continuity of evidence will be maintained in accordance with relevant legislation, the Food (or Feed) Law Code of Practice, the Police and Criminal Evidence Act, 1984.

4.4. Sampling officers should consult the Public Analyst or Food Examiner as appropriate for guidance on sampling methods where necessary particularly in relation to foods having specific sampling requirements and large consignments or batches where statistical methods may need to be applied.

5. REVIEW

5.1. The sampling policy will be reviewed annually in order to take into account any changes in legislation, codes of practice and guidance, to reflect the priorities of the Consumer Protection Service Plan, to consider national and local consumer protection priorities, to consider developments within the local food industry and to consider the needs of the service's stakeholders.

Appendix E: Sampling Plan 2021/2022

Survey Type	Micro/ Chemical	Origin	Description	Cost
Meat speciation at manufacturers/approved premises.	C	Enfield	Formal sampling to assess composition of meat (kebab) for authenticity. Approx 20.	£4,000
Allergen contamination at Kebab manufacturer &/or retail	C	Enfield		£4,000
Micro at manufacturers	M	PHE		Free
Undeclared allergens at takeaway premises	C	Enfield	Sampling at point of sale as a customer ordering takeaway meal	£4,000