



Work Plan for Food, Health and Safety Enforcement

2024/2025



SOUTH
KESTEVEN
DISTRICT
COUNCIL

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For a simple overview of this Work Plan, take a look at our summary document by visiting:

www.southkesteven.gov.uk/food-health-safety-workplan



Foreword

This annual workplan covers all areas which are enforced by the Commercial Team within Environmental Health Services. The document has been produced in accordance with the Food Law Code of Practice (June 2023) and associated practice guidance, and Section 18 of the Health & Safety at Work etc Act 1974.



Ayeisha Kirkham MCIEH CEnvH REnvH

Head of Service, Public Protection.

Introduction

The purpose of the work plan is to set out how the Council delivers official controls and fulfils its duties under food safety, health and safety, public health and drinking water legislation. It is based on the elements required by the Food Standards Agency (FSA) Framework Agreement but covers all core areas of work undertaken by the Environmental Health, Commercial Team.

Previous workplans have highlighted the ongoing impact post the Covid-19 pandemic. The team has been able to work at a greater pace than expected, now completing low risk work which is of a lesser priority but still important in terms of public health and official controls. It is now the case that all effects from the pandemic have been overcome and the recovery is complete. Additionally, whilst the food business landscape was significantly changed during the pandemic and period just after, this has now returned to a normal pre pandemic level, including the number of new home catering businesses.

Service Aims and Objectives

The food and health and safety functions make an important contribution towards the Council's vision, which is making South Kesteven a thriving District to live in, work and visit.

The work of the service:

- Supports the economy and business growth in South Kesteven
- Protects and enhances the local environment
- Ensures public protection, the effective control of risks to the safety, health and wellbeing of our residents
- Ensures a proportionate, risk-based, targeted approach to enforcement while supporting businesses.

Links to Corporate Objectives and Strategies

The Council has a Corporate Plan setting out its vision and priorities.

Five priorities are highlighted in the Corporate Plan, based on an analysis of the current performance of SKDC both as a District and as a Council, and emerging opportunities and challenges:

- **Connecting Communities** - To enhance the strength, wellbeing, security and capacity of all our communities for a thriving and cohesive society that all our residents are proud to belong to.
- **Sustainable South Kesteven** - To meet the challenge of climate change and ensure a clean, green and healthy natural and built environment for present and future generations.
- **Enabling Economic Opportunity** - To enable and support a dynamic, resilient and growing local economy, which benefits all our communities.
- **Housing** - To ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations.
- **Effective Council** - To deliver trusted, high quality and value-for-money services that fulfil the needs and expectations of all our residents.

Links to Other Council Functions

The work of the Environmental Health Commercial Team, that sits within the Public Protection Service area, links with other services. Some key areas include:

Development Management and Planning Policy, and Economic Development

Economic growth and the success of businesses is vital for our thriving District. Working with new businesses in the early planning stages can help to avoid potential future problems, giving the business the best possible start. Support is also given to stimulate growth locally, nationally and internationally, including business grant referrals and food export approvals. The team also represents the Council on the Safety Advisory Group (SAG), supporting and guiding event organisers attracting important tourism and visitors to the area.

Licensing

The Council licenses premises for late night refreshment (serving hot food and drinks between 11pm and 5am). The Commercial team supports this work during inspections and commenting on license applications, particularly in respect of public safety, one of the objectives of the Licensing Act 2003.

Review of 2023/24 and Estimated Work for 2024/25

Food Hygiene

PROGRAMMED WORK		Actual 2023/24	Estimated 2024/25
Food interventions	High risk (Cat A-C)	159	184
	Medium risk (Cat D)	259	205
	Low risk (E and outside)	124	105
	Total	542	494
Outstanding interventions	High risk (Cat A-C)	0	0
	Medium risk (Cat D)	9	0
	Low risk (E and outside)	14	10
	Total	23	10
Food and environmental sampling		22	40
Export audit visits		0	2

NON-PROGRAMMED WORK		Actual 2023/24	Estimated 2024/25
General	Export certificates	6	5
	Revisits	53	55
	Advice (paid for)	0	5
	Business advice visit	12	10
	Complaints	126	130
	Other requests	256	200
	New registration	141	125
Food hygiene rating scheme (FHRS)	Enquiries	6	5
	Re-score re-inspections	16	10
	Appeal requests	1	1
	Right to reply	0	1

Infectious Disease Investigation

NON-PROGRAMMED WORK		Actual 2023/24	Estimated 2024/25
Official notifications		52	40
Investigations & enquiries		19	10
Visits		0	0

Health and Safety

PROGRAMMED WORK		Actual 2023/24	Estimated 2024/25
H&S interventions	High risk premises	1	1
	Skin piercing	16	20
	Cooling tower registration renewal	0	0

NON-PROGRAMMED WORK		Actual 2023/24	Estimated 2024/25
General	H&S inspections	8	6
	Revisits	4	5
	Advice/events	4	5
	Complaints	33	25
	Other requests	21	25
	Smoke free	1	3
Skin Piercers	Enquiries	44	30
	Complaints	5	1
	New skin piercing registrations	24	30
Accidents	Reported	69	70
	Investigated (No visit)	12	20
	Investigated (Visit)	7	10

Private Water Supply (PWS)

	Actual 2023/24	Estimated 2024/25
PROGRAMMED WORK		
Risk assessment visits	0	5
Sampling visits	9	14
NON-PROGRAMMED WORK		
Service requests (all water queries)	26	20

Enforcement during 2023/24

Work Area	Improvement Notice	Voluntary Closure	Prohibition Notice	Simple Caution	Prosecution completed
Food	7	0	0	0	2
H&S	3	N/A	0	0	0
PWS	0	N/A	0	0	0

There was 1 Remedial Action Notice (RAN) also served on a food wholesaler during August 2023. This notice was served as the food business was not approved for selling product of animal origin in accordance with Assimilated Regulation (EC) 853/2004.

Performance Indicator 2023/24

PI Description	Target (%)	Achieved (%)
Number of new food businesses achieving a '3' rating ('broadly compliant') or higher at first inspection	95	100

Variations from the 2023/24 Work Plan

Staffing Allocation

During 2023 there has been some staffing changes, but the team has generally remained fully staffed with limited need for contractor support.

The team continues to develop and maintain the expected high level of expertise. All team members are deemed competent and authorised across a range of work areas. This ethos of 'growing our own' in a cost effective, staged and sustainable manner has proven valuable and the service should reap the rewards going forward.

Food Hygiene

Prosecutions

Two food businesses have been successfully prosecuted for non-compliance with Hygiene Improvement Notices and general non-compliance with food safety legislation. One business, a delicatessen, received total fine and costs of £32,312.72. The other business prosecuted was a small independent retailer, total fine and costs were £5740.

Health and Safety

Prosecutions

No workplaces or other similar organisations have been prosecuted in the last financial year. One accident investigation is ongoing and is likely to result in legal proceedings.

Fatal accident Investigation

One fatal workplace accident required investigation during 2023/24. This did not result in legal proceedings although all other public swimming pools operated by private sector organisations were inspected and follow up action taken to ensure the public are protected from drowning risks.

Private Water Supply

The Council are required to complete a statutory return each year to the Drinking Water Inspectorate (DWI) detailing the sampling, risk assessment and enforcement actions taken. The team are in the third year of an implementation plan to ensure our statutory duties are met and that the public have safe and potable water to drink and use. In March 2024 an inspector

from the DWI visited the Council which also included a site visit. A subsequent letter from the inspectorate recognised the teams time and investment into this area of work and noted his assurance regarding the Council fulfilling its statutory obligations.

This area of work continues to be onerous and challenging as described in previous workplans. Meetings are being held with the Chartered Institute of Environmental Health (CIEH) to try and influence the regulatory framework and demands on the service.

Service Overview

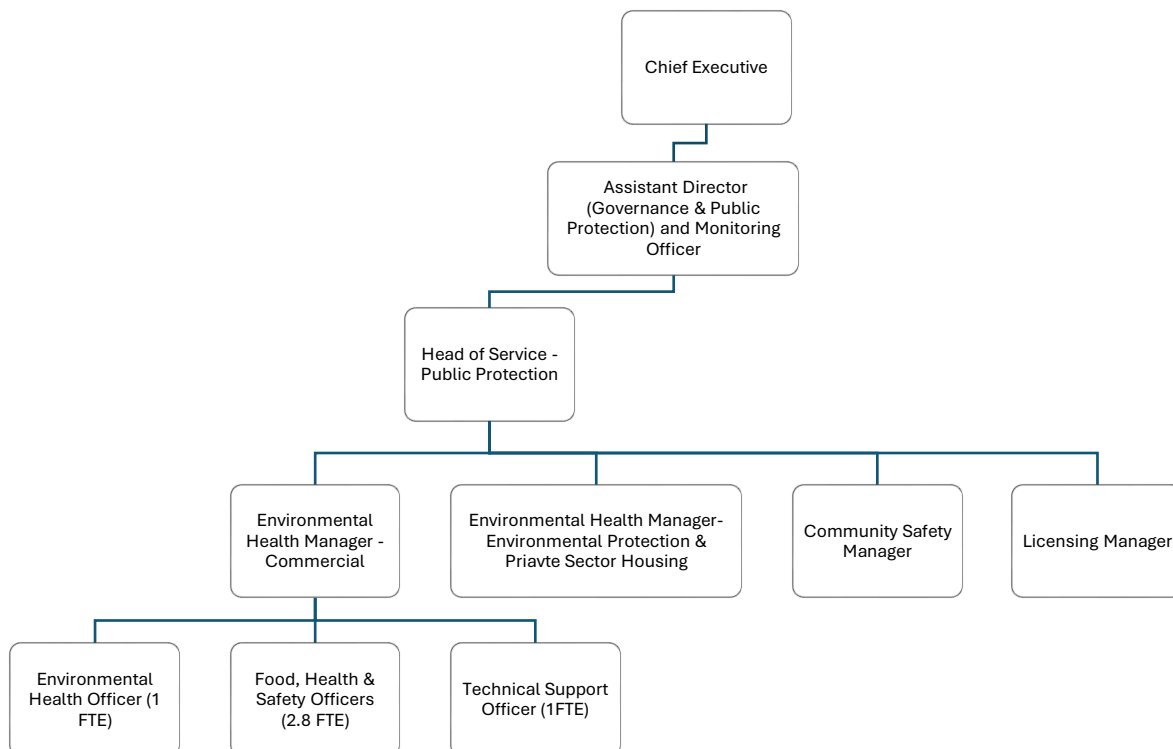
Authority profile

South Kesteven encompasses an area of 365 square miles with four main towns of Grantham, Stamford, Bourne and Market Deeping, alongside over 80 villages.

The population of the District is currently estimated at 142,424 (ONS 2019 mid-year population estimates). The overall population size is projected to increase to 161,400 by the year 2041. 95% of the population is described as white ethnic.

A 2021/22 benchmarking exercise highlighted that, by comparison to other Lincolnshire councils, the demands on the service are increased due to growth, range of demands, District makeup/demographics and that South Kesteven is home to four towns all very different.

Organisational Structure



Scope of the Service

The remit of the Commercial Team within the Environmental Health Services includes food hygiene, health and safety enforcement, infectious disease investigation and the regulation of private water supplies.

The service also covers certain skin piercing activities such as registering/regulating tattooists and cosmetic piercers. Additionally, the Chartered Institute of Environmental Health and other professional bodies have lobbied government for increased regulation in an area where many people suffer adverse health issues when receiving treatments. Following the first stage of public consultation in September 2023 it is now likely that a new licensing regime will become law, although this is at the early stages of the law-making process. This could require all persons offering non-surgical cosmetic procedures to become licensed with more stringent regulation. It is very likely this area of work will be part of the commercial team's duties, the estimated date for implementation is currently unknown.

It should be noted that the government has announced new proposed laws in relation to the Protect Duty, known as "Martyn's Law". These laws will keep the public safe from terrorism threats through enhanced protection at public buildings and venues. The inspection and enforcement capability has yet to be confirmed and therefore any possible increase in work is not yet known. The Bill is currently proceeding through parliament so the time frame for implementation is also not clear, nor is the proposed regulatory body although local authority environmental health departments are being considered.

Sampling – Food, water and environmental

In respect of sampling undertaken, provision is made for external specialist services laboratory services:

Provision	Laboratory
Food Examiner	UKHSA (formerly known as Public Health England) Food, Water and Environmental Microbiology Laboratory, York
Public Analyst	Eurofins, Public Analyst Scientific Services, Wolverhampton
Private water supply testing	Northumbrian Water Scientific Services, Northumberland Dock Road, Wallsend, Tyne & Wear NE28 0QD or ALS Environmental Ltd, Coventry

Accessing the service

The Commercial Team is based in Grantham. Customers may also visit Customer Services at area offices in Bourne, detailed below. We also operate an emergency out of hours service.

Office	Opening Times
Grantham Address: The Picture House St Catherines Road Grantham Lincolnshire NG31 6TT	Monday – Friday. By appointment only or online transaction support 9am-1pm
Bourne Address: 3 Abbey Road Bourne Lincolnshire PE10 9EF	Monday 9-5. By appointment only Weds 9-6. By appointment only Friday 9-1. By appointment only

Contact Details	
 Office hours	01476 406080
 Out of hours emergencies	01476 406040
 E-mail	healthy@southkesteven.gov.uk
 Website	www.southkesteven.gov.uk

Enforcement Policy

The Council is committed to the Principles of Good Enforcement and the Regulators' Code. Enforcement will be undertaken in accordance with the Council's Corporate Enforcement and Environmental Services Enforcement Policies. The policy was updated in February 2017 and is published on the Council's website at www.southkesteven.gov.uk/policies

Service Delivery

Programmed work

Food Hygiene

Whilst it is primarily the responsibility of the food business to control risks and identify food hazards, food premises inspections aim to establish whether food is being handled and produced hygienically, assess the effectiveness of controls and identify contraventions. All programmed food safety interventions are undertaken in accordance with the Food Law Code of Practice. It has been recognised that the food landscape has changed dramatically in the three decades since the current regulatory system was introduced. Changes in technology and the way in which food sales take place, such as online sales platforms and 'dark' (hidden) kitchens. As a result, in 2020 the FSA commenced a significant review of food safety regulation and the current delivery model to modernise the way in which food regulation is undertaken. The FSA have stated that implementation of the programme will take 5 years with pilot projects and testing of the proposals taking place in 2024.

Food premises will be visited during normal trading hours. Due to the nature of some businesses this may be outside of normal office hours. Prior notice of inspections is not normally given, although exceptions may be made for some manufacturing and domestic premises in order that key personnel may be available.

A range of interventions may be utilised in accordance with the Code of Practice. These can be either official or unofficial controls.

Official controls include:

- Inspections
- Monitoring
- Surveillance
- Verification
- Audits
- Sampling

Unofficial controls include:

- Education
- Advice
- Coaching
- Information and intelligence gathering

The Council participates in the national food hygiene rating scheme in accordance with the FSA Brand Standard and ratings are displayed on the FSA website.

Details of the programmed work for 2024/2025 are outlined in Appendix 1.

Registered Food Businesses

In accordance with retained EC Regulation 852/2004 all businesses that handle food must be registered with their local authority. Premises in South Kesteven are categorised as follows:

NB: The number of registered food businesses has decreased since last year, mainly due to a review of lower risk businesses and identifying ones which have ceased trading since the last intervention.

Food Premises Type	Number 2023/24	Number 2024/25	% 2024/25
Primary producers	21	21	1.6
Manufacturers and packers	43	34	2.6
Importers and exporters	3	2	0.2
Distributors and transporters	41	42	3
Retailers	275	279	21
Restaurants and caterers	976	920	70.9
Total	1359	1298	

Food Hygiene Rating Scheme (FHRS)

The Food Hygiene Rating Scheme (FHRS) extends to businesses supplying food directly to consumers. This includes restaurants, cafes, retailers, and other places where people eat food outside of the home. The overall aim of the scheme is to reduce the incidence of food borne illness and the associated costs of this to the economy.

From a local perspective, the scheme helps consumers to make informed choices about places they wish to eat or shop for food, and through this encourages businesses to improve hygiene standards. All ratings are displayed on the Food Standards Agency website and businesses are provided with a window sticker should they choose to display and promote their rating. Whilst it is mandatory to display the rating in Wales it isn't currently in England.

In South Kesteven, 81% of food businesses are inside the scope of the scheme. The rating depends on the overall level of compliance across three elements: food hygiene procedures, cleanliness and structural compliance and confidence in management. There is currently a high level of compliance in the District, with 82% of food businesses reaching the maximum food hygiene rating of 5, achieving full compliance with food hygiene law.

FHRS Rating	Description	Number	%
5	Very good	887	82
4	Good	115	11
3	Generally satisfactory	46	4.2
2	Improvement necessary	5	0.5
1	Major improvement necessary	4	0.4
0	Urgent improvement necessary	1	0
	Total	1085	

Approved Food Premises

Certain food premises involved in the production, handling, and storage of products of animal origin must be approved under Assimilated EC Regulation 853/2004. This legislation requires compliance with more detailed hygiene requirements than for registered premises.

Approved premises within the District are categorised as follows:

Food Premises Type	Number
School caterer	4
Cold store	4
Poultry manufacturer	1
Mechanically separated meat manufacturer	1
Milk and Dairy Processor	1
Total	11

In addition, there are 6 further manufacturing premises which do not require 'products of animal origin' approval.

Food Sampling

Food sampling is an important element of food safety enforcement, providing information about the microbiological safety of food which is available within the District.

Sampling is undertaken in accordance with relevant guidance and may be taken during a routine inspection, in response to a complaint or as part of a national sampling programme. Officers are expected to undertake a minimum of one sampling exercise per year to maintain competency.

Health and Safety

The Council is responsible for enforcing health and safety in approximately 2130 premises in the following categories:

- Hotels, campsites and short stay accommodation
- Residential care homes (in conjunction with the Care Quality Commission)
- Catering, restaurants and bars

- Leisure and cultural (e.g. cinemas, places of worship)
- Offices
- Retail shops
- Warehouses
- Consumer services (e.g. hairdressers, tattooists)

Inspections are carried out in accordance with the Health and Safety Executive’s circular LAC 67/2 (Rev 13) and National Priority Plans. In practice this comprises programmed inspections of the highest risk workplaces alongside targeted projects. This is in addition to risk-based interventions in response to reported accidents, complaints, dangerous occurrences and work-related diseases. Estimated work for 2024/25 is detailed in section 2.3.

Registered Skin Piercing Establishments and Piercers

Both premises and individuals that carry out tattooing and body piercing are registered as follows:

Premises Type	Number	%
Semi-permanent make-up	51	35.15
Cosmetic piercing	10	6.9
Electrolysis	14	9.65
Acupuncture	29	20
Ear piercing	24	16.6
Tattooist	17	11.7
Total skin piercing premises registrations*	145	

*Some premises carry out more than one skin piercing activity

Individual Piercer Type	Number	%
Semi-permanent make-up artist	64	19.4
Cosmetic piercer	30	9
Electrolysis practitioner	35	10.6
Acupuncturist	51	15.5
Ear piercer	65	19.7
Tattooist	85	25.8
Total	330	

Tattoo Hygiene Rating Scheme (THRS)

The Tattoo Hygiene Rating Scheme (THRS) was a voluntary scheme and is supported by The Tattoo and Piercing Industry Union and the Chartered Institute of Environmental Health and delivered by local authorities. Six out of the fourteen registered tattoo studios were members of the scheme. Following a review the rating scheme and its effectiveness a consultation was held with relevant providers to consider whether the scheme should be continued. Nationally, participation has not grown and benefits from the scheme have been achieved during previous periods of significant non-compliance. Recently, complaints and incidents are rare. Therefore, during 2023/24 the rating scheme ceased to operate in the District. It should be noted that a

project is planned to visit tattoo studios and take samples/swabs and the check compliance with key aspects to reduce the risk of infections and blood borne diseases.

Private Water Supply Regulation

Private water supplies may come from a variety of sources, including wells, springs, boreholes and streams. Samples of the water are taken and analysed by an accredited laboratory against a range of parameters to determine the wholesomeness. Supplies are risk assessed to determine contributory factors that may affect water safety such as the proximity of farm animals to the supply or type of treatment system.

Supply Type	Number	%
Single domestic	38	51
Multiple domestic (Reg 10)	12	16
Commercial (Reg 9)	24	32
Total Supplies	74	

In addition to the minimum legal sampling requirements, sampling on request is also undertaken. Charges are made in accordance with the fees in Private Water Supplies (England) (Amendment) Regulations 2018.

Non-programmed Work

Re-visits

Following an inspection, it may be necessary to carry out a re-visit after an appropriate time to check that matters have been attended to or check compliance with any enforcement notices. Reasons for re-visits include:

- The nature of the contravention is deemed so serious that if it was not addressed, formal action would need to be taken
- The number of minor contraventions is excessive and indicative of poor management and/or little confidence in the management addressing the matters

Service requests

We aim to respond to all complaints and requests for service as soon as possible, but in any case, requests will be acknowledged and triaged within five working days. Complainants will be advised of the outcome of all complaints.

Anonymous complaints will not usually be investigated unless there is concern about the nature of the complaint and/or premises history.

Business owners/managers will be contacted about complaints relating to their premises and/or practices, usually by an unannounced visit.

Business advice

We acknowledge that most businesses want to comply with the law and the Commercial Team will provide advice and encourage best practice. Free basic advice is provided to assist business in complying with the law.

A package of support aimed at both new business start-ups and existing businesses who want to improve their food hygiene rating is available alongside the Council's statutory functions. This support is chargeable on a cost recovery basis. There has been a notable increase in the number of food hygiene re-inspections which the business operator needs to pay for. Re-inspections are requested when a business wishes to attain a higher food hygiene rating and provides supporting evidence that work has been completed. This is partly driven by online food delivery platforms who require a minimum rating so that the business can operate within their system.

Food safety incidents

Food safety alerts notify the public and food authorities of incidents concerning food which does not meet food safety or composition standards. Alerts from the FSA are received by e-mail which is monitored during office hours. Any alert marked "for action" is referred to the Team Manager to determine the most appropriate course of action.

Avian influenza has meant another challenging year for the poultry industry, the team continue to receive requests from the FSA to ensure applicable restricted movements of poultry products originating from protected zones take place, including necessary controls and product markings.

Health and safety incidents

Health and safety accidents and complaints are investigated in accordance with the Incident Selection Criteria Guidance LAC 22/13 (Rev1).

Investigation of outbreaks and infectious disease

The team work closely with colleagues at the UK Health Security Agency (UKHSA, formerly known as Public Health England), control and prevent the spread of infectious diseases.

Notifications of infectious disease are investigated using the East Midlands Health Protection Team's Response to Gastrointestinal and Legionnaires' disease Matrix.

Complaints about suspected food poisoning are investigated in accordance with the infectious disease procedure for multiple cases and outbreaks.

Primary/home/lead authority

South Kesteven does not currently have any Primary, Home or Lead authority arrangements with businesses.

However, as required by the Regulatory Enforcement and Sanctions Act 2008 (as amended) and s.67 and 68 of The Enterprise and Regulatory Reform Act 2013, regard is given to the Primary Authority Principle when carrying out inspections, investigations and enforcement action for food safety and health and safety.

Businesses with a Primary Authority partnership are identified on the Environmental Health premises database and/or from the web portal.

Liaison with other authorities

In addition to working with other teams within the Council, officers liaise with other local authorities, agencies and organisations to facilitate consistent enforcement, share good practice and reduce duplication of effort. These include:

- Lincolnshire Food Officers Group & Health and Safety Officers Group (meets quarterly).
- Kesteven Safety Advisory Group (meets monthly)
- Food Standards Agency (Midlands Region)
- Health and Safety Executive (Nottingham Region)
- UK Health Security Agency
 - o East Midlands Health Protection Team
 - o Food Water and Environmental Laboratories York
 - o Public Health Laboratory, Birmingham
- Lincolnshire County Council
 - o Trading Standards
 - o Fire and Rescue
 - o Police
 - o Highways and Planning
 - o Public Health
- Drinking Water Inspectorate
- Anglian Water

Promotional Activities

Education and awareness are key methods of encouraging high standards in businesses across the District and informing the public.

We support FSA media campaigns promoting messages through press releases, our website, social media and newsletters where resources allow.

We continue to provide information to assist businesses to comply with legislation and ensure the Council's website is maintained with relevant information.

Press releases are issued following successful prosecutions to act as a deterrent to others and inform the public.

During 2023/24 the team presented at the national CIEH food safety conference. Also, during May 2024 the team will be presenting at the Lincolnshire Hospitality show.

Looking Forward – 2024/25

Additional services

A range of products and services are offered which are discretionary and charged on a cost recovery basis. These include:

- Food safety organisers
- Safer Food Better Business packs
- New food business advice consultations
- Food hygiene check-up for existing business
- On site staff training
- Food export certification

Businesses can access free information on the Council's website and receive basic advice to ensure they comply with the law.

Health and Safety

Proactive health and safety interventions will be undertaken in accordance with the Health and Safety Executive's National Priority Inspection Areas priority inspection areas as detailed in LAC67-2. This includes using local intelligence to target interventions.

Recently, and in one case ongoing, the team has investigated two life changing scalding incidents relating to very young children. The incident investigations have resulted in actions to raise awareness and reduce the likelihood of recurrences. In one case, the Council has liaised

closely with Ofsted, Lincolnshire County Council Children's Services and has also written to all children's nurseries with South Kesteven. The letter outlined the circumstances of one of these accidents and was also shared with the other six Lincolnshire Local Authorities, making recommendations. In addition, officers are reviewing relevant settings during food hygiene inspections.

The team will continue to look at known problem areas regarding gas, electrical and asbestos safety issues within the takeaway and catering food sector. Such issues will be primarily raised during food hygiene visits at relevant premises although it is planned that a more proactive and structured approach will be taken during 2024/25.

Another area highlighted by the HSE for attention are inflatable amusement devices. Through the local Safety Advisory Group (SAG), we continue to assess such devices used at events and offer the latest advice to event organisers including proactive inspections where deemed necessary. An officer attends monthly SAG meetings with other partner agencies and emergency services. Event management plans and risk assessments are reviewed through this process with guidance and feedback offered to organisers throughout the year.

Other areas which could be assessed may include:

- Certificates of examination which have failed inspection by a 'competent person' under LOLER & PSSR (Lifting equipment and pressure systems)
- Outdoor electrical installations as part of the SAG process and potentially through inspections of pub beer gardens and the like (hospitality + fire and rescue)
- Open farms/visitor attractions
- One trampoline park in Grantham
- Cellar stairs / open doors
- HSE restraint barrier info safety notice (motor sports)

The above topic areas are all included within LAC67/2 and appear relevant within South Kesteven. Such assessments will be prioritised based on local incidents and dependent upon resources available and other competing demands.

Funeral directors

It should also be noted that during April 2024 the Ministry of Justice and The Department for Levelling Up, Housing and Communities wrote to all Local Authority Leaders and Chief Executives following the distressing funeral director incident and ongoing police investigation in Hull and East Riding. Formal regulation is being considered and Environmental Health teams are initially being asked to be part of the early consultation stages and inspect funeral homes within their Districts.

EU Exit

Appropriately qualified Officers were previously registered as Food Competent Certifying Officers (FCCOs) to issue Export Health Certificates (EHC) for certain products of animal origin exported to the EU. Our experience has found that the learning and knowledge required to maintain this level of competency far outweighs demand. We have therefore surrendered the certification. Private companies and official veterinary surgeons appear best placed to officer this service. Officers will continue to use their other powers and authority to control imported and export food issues relevant to an inland authority.

Resources

Financial

The cost of providing the Commercial Service is detailed by area:

Discipline	Budget 2023/2024	Budget 2024/2025
Food safety	233,193	278,085
Health and Safety	110,174	132,024
Water quality	31,839	38,299
Infectious Diseases	40,802	48,959
Total	416,008	497,367

The service is resourced sufficiently to operate in the absence of exceptional events or demands.

Staffing allocation

	Areas of Work				
	FTE	Food	H&S	Infectious diseases	Drinking water
Team Leader	1	✓	✓	✓	✓
Environmental Health Officers (EHO)	1	✓	✓	✓	✗
Food Health & Safety Officers	3	✓	✓	✓	✓
Technical Support Officer (TSO)	1	✓	✓	✓	✓

The Lead Officer function required by the Food Law Code of Practice is undertaken by the Environmental Health Manager - Commercial.

EHOs hold the BSc or MSc Environmental Health and are Authorised Officers, competent to carry out all levels of official and non-official controls, enforcement for food safety and undertake inspections of all approved food premises, dependent upon competency.

Food, Health & Safety Officers hold the Higher Certificate in Food Premises Inspection and Food Control and are Authorised Officers with possible restrictions relating to premises closure and seizure and detention of foodstuffs, dependent upon competency.

The TSO acts as a Regulatory Support Officer, supporting the work of the Authorised Officers.

EHOs and Food, Health & Safety Officers are competent to undertake the full range of health and safety enforcement activities (dependent upon qualifications/experience and competency) and infectious disease investigation and enforcement.

Staff training and development

All officers are trained to a level commensurate with the work they undertake. They receive an annual Personal Development Review and regular one to one meetings. During this process consideration is given to Continual Professional Development (CPD) requirements for each area of work. The Food Law Code of Practice requires that local authorities ensure that authorised officers receive relevant structured ongoing training. The minimum requirement is 20 hours CPD per year, of which 10 hours must be on core food matters. Training is provided through short courses, e-learning, in house training, cascade training, team meetings and self-learning.

Quality Assessment

The Manager undertakes random checks of post inspection risk scores and database entries and authorises alterations to risk ratings or FHRS scores have increased/decreased dramatically. Officers are accompanied on selected visits including assessment and feedback and participate in national and local consistency exercises. The Team Manager also received 360-degree feedback from an experienced officer during an accompanied visit.

In December 2023 an audit of the food safety service element was undertaken by RSM UK. The report identified 3 low priority action points, 0 medium or high priority action points. Actions have been implemented.

A data cleansing exercise is undertaken annually to comply with the Data Protection Act 2018 and the Council's data retention policy as well as the General Data Protection Regulations.

Appendix 1 – Programmed food safety intervention work for 2024/25

Risk category	Intervention frequency (months)	Minimum intervention permitted	OFFICIAL CONTROLS Inspections (High/medium risk)	ALTERNATIVE INTERVENTIONS Enforcement interventions (Low risk)	Comments
A	6	Official controls	3	N/A	High risk premises Many of these businesses will be “broadly uncompliant” and require addition officer time to rectify. May have intrinsic high risks associated with the type of food activity and/or poor compliance
B	12	Official controls	29	N/A	
C	18	Official controls	159	N/A	
D	24	Alternates between official controls and alternative interventions	215		Medium risk premises Premises that prepare, cook, or handle open high-risk food or manufacture or re-wrap high risk foods will be visited each time. All others receive alternate interventions
E	36	Alternative interventions	113	TBC	Low risk premises Premises that are low or minimal risk. Selling low risk food or not handling open food. Business with significant changes or subject to complaints will be visited
Outside	36	Alternative interventions	N/A	N/A	
Not yet rated	Within 28 days of registration	Official controls	UNKNOWN	N/A	Initial inspections of new food establishments which should normally take place within 28 days of registration or from aware in operation
Outstanding Inspections from 2023/2024	Varies	Official controls and/or alternative interventions dependent on business type	0 (Cat A) 0 (Cat B) 1 (Cat C) 15 (Cat D) 18 (Cat E)		As above – dependent upon category

Contact Details

Alternative formats are available on request:
audio, large print and Braille

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Council Offices
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