



# Food and Feed Law Enforcement Plan

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2023-24

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## 1. INTRODUCTION

This Food and Feed Law Enforcement Plan has been developed in accordance with Foods Standards Agency (FSA) Framework Agreement. It is developed in consultation with the Cabinet Member for Community Safety and Cohesion, and the Service Manager for Regulatory Services.

This document will be made available to the Traders and accessible via the Council's Website.

### **The Service Plan provides:**

- ✓ A focus on key delivery objectives.
- ✓ A structured insight into the activities and management of the Food Safety Teams.
- ✓ An essential link to financial planning.
- ✓ Set objectives for the future and identifies major issues that cross service boundaries.
- ✓ A means of managing and improving performance.
- ✓ A reference point against which to measure and review changes in organisation, personnel, service delivery, targets, and performance.
- ✓ A method by which to bring the performance of individual team members into focus towards meeting objectives and targets for the team.
- ✓ A method by which to link to the Council's corporate aims and objectives.
- ✓ A reference point for contribution to the Food Standard Agencies (FSA) targets

## 2. SERVICE AIMS and OBJECTIVES

The below documents have contributed to the development of this service delivery plan:

- a. [Food Crime – Strategic Assessment 2020](#)
- b. [Food you Can Trust – Food Standard Agency’s Strategy 2022 - 2027](#)

### **The Commercial Environmental Health Team (CEH) has 4 main aims in relation to food:**

- To regulate and achieve compliance, through education and enforcement, the sale and/or production of food and feed which is safe and wholesome.
- To protect the interests of consumers, in relation to the food that they consume, in particular to prevent fraudulent or deceptive practices such as the adulteration of food, which may mislead the consumer.
- To prevent and control the spread of reportable infectious diseases (including food borne illness) through education and enforcement.
- To respond to complaints from consumers and other stakeholders relating to food safety and food standards if food products have been sold or produced in the borough.

### **To achieve these aims, the following objectives have been set for 2023-24:**

- To undertake a risk-based programme of food and feed safety interventions in premises in accordance with FSA COVID-19 Local Authority Recovery Plan, the Food and Feed Law Code of Practice and Practice Guide.
- To register food businesses in accordance with EC Regulation 852/2004 (Food Premises) as amended and the FSA digital registration service.
- To provide a risk-based response to all notifications of food related illness or suspected illness in order to minimise the effects on the community.
- To carry out food sampling in accordance with nationally, regional, and locally set programmes.
- To provide information, advice and education on food safety and standards issues.

- To respond in line with service priorities to complaints concerning food and feed safety standards.
- To provide formal food safety training opportunities.
- Initiate and respond to food and feed alerts.
- Maintain the number of premises with a Food Hygiene Rating of 3 (Satisfactory) and above to 95%.
- To ensure processes are in place to supporting business as a result of the EU exit and following the transition period.
- To tackle illegal foods in the borough and to monitor the composition and labelling of foods including imported products through sampling and inspection.
- To provide clear accessible information about compliance with hygiene legislation (Food Hygiene Rating Scheme).
- To assist in the delivery of the [Health & Wellbeing Strategy \(2020-24\)](#) currently under review. In particular to promoting the Health Catering Commitment scheme in catering establishments in the most deprived areas of the borough in order to reduce childhood obesity, diabetes and cardiovascular disease.

### 3. LINKS TO CORPORATE OBJECTIVES AND PLANS

Haringey's [Corporate Delivery Plan 2023/24](#) sets out how we as a council will go about building a fairer greener borough between January 2023 and April 2024. The plan is organised around 8 themes and includes the outcomes we are working towards as an organisation, the activity planned to deliver these outcomes and how we will work to deliver them by key deliver dates. The activities within our Food and Feed Law Enforcement Plan fall within four of the themes and the table below summarises the contribution that CEH will make towards Haringey's corporate outcomes:

<b>Theme 1: Resident experience, collaboration, and participation</b> All residents, businesses and other stakeholders can easily access services which are designed and operated in a resident-centric way	<b>Theme 4 - Adult Health &amp; Welfare</b> Our vision is for Haringey to be a place where everyone can live healthy and fulfilling lives and feel connected and safe in communities where people support each other	<b>Theme 6 - Safer Borough:</b> Our vision for Haringey is of 'a borough where all residents and visitors feel safe and are safe'.	<b>Theme 8 – Placemaking and Economy:</b> Our vision for Haringey is a borough which is a fair, healthy, sustainable, and resilient place for all our residents.
<ul style="list-style-type: none"> <li>Engages effectively with residents and businesses.</li> <li>Provide the right information and advice first time and make it easy to interact digitally.</li> <li>Provide an able, positive workforce with the skills needed to deliver for Haringey.</li> <li>Use our resources in a sustainable way to prioritise the needs of the most vulnerable residents</li> </ul>	<ul style="list-style-type: none"> <li>Reduce obesity, diabetes, and cardio - vascular disease by encouraging sign up to Healthier Catering Commitment across the borough.</li> <li>Control of Infectious diseases – food poisoning investigation and outbreak controls</li> </ul>	<ul style="list-style-type: none"> <li>Improved regulatory compliance through inspection.</li> <li>Swift and robust enforcement of business that are involved with serious criminal activity or present an imminent risk to health of the public.</li> <li>Responsible authority in respect of premises licenses – ensuring that licensed businesses fulfil the licensing objectives.</li> <li>Health and Safety hazard spotting making every inspection count.</li> </ul>	<ul style="list-style-type: none"> <li>Support/encourage business success, improvement and employment opportunities through inspection, interventions, training,</li> <li>Food Hygiene Rating and provision of information and advice to visitors, existing and potential food business operators.</li> <li>Regulating and supporting the success of the local food economy to provide employment and business opportunities and safe and healthy food</li> </ul>

#### **4. LOCAL AUTHORITY PROFILE**

Haringey is home to over 264,300 people in an area of North London that is 11.5 square miles and bordering 6 other London Boroughs. The borough is separated into 21 wards with either 2 or 3 local ward Councillors in each. Haringey is predominantly residential in character with some industry in the east of the Borough. It is home to a diverse population; with more than half of our residents being from non-white-British ethnic groups and an estimated 180 languages spoken within the Borough, which pose a challenge for food safety enforcement.

The Borough has three significant land sites, Finsbury Park, and Alexandra Palace both of which cater for large events attracting people from across the country including large Pop Music Events, Firework Displays etc, and Tottenham Hotspur Football Club which has recently been redeveloped to create a 62,850-capacity stadium, new residential and shopping area, as well as public space.

Haringey has approximately 25240 active businesses with over 2300 registered food businesses. These businesses contribute to a substantial night-time economy and range in size from a majority of small catering outlets, home caterers, local and regional retailers and larger wholesale, meat cutting and manufacturing premises.

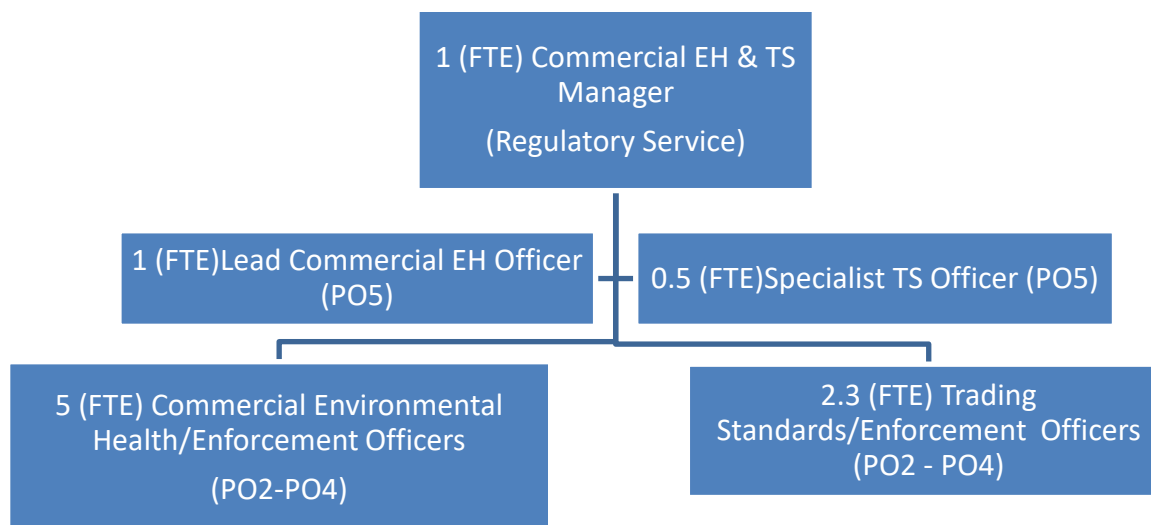
The majority of Haringey businesses are concentrated in the main thoroughfares of Tottenham High Road, Seven Sisters Road, Green Lanes, Wood Green High Road (including Wood Green Shopping City), Crouch End and Muswell Hill. In addition, there are 17 Industrial Estates and 3 Retail Parks located within the borough.

#### **5. ORGANISATIONAL STRUCTURE**

The food and feed safety function are delivered by the Commercial Environmental Health and Trading Standards Team (CEH&TS) which is part of the Regulatory Service.

This is under the remit of the Environment and Neighbourhoods Directorate, within the Community Safety and Enforcement Business Unit.





The CEH&TS Team is led by 1 FTE Manager who is responsible for the yearly planning of the activities and the management of Food Safety, Health and Safety, Trading Standards, Infectious Disease and associated work streams and a Lead Officer who provides the specialist support for delivery of food safety, infectious disease and health and safety functions.

**6. Specialist support services are provided by the following:**

Food Examiners at UK Health Security Agency:

Food, Water & Environment Microbiology Unit  
 UKHSA Colindale,  
 61 Colindale Avenue  
 London  
 NW9 5EQ

Nominated Public Analysts and Agricultural Analysts at:

Eurofins Scientific  
 445 New Cross Road,  
 LONDON  
 SE14 6TA

Authorised Officer (under the Public Health [Control of Diseases] Act 1984) at:

PHE London- North East and North Central London Health Protection Team

Ground Floor, South Wing  
Fleetbank House  
2-6 Salisbury Square  
London  
EC4Y8JX

## **7. SCOPE OF THE SERVICE**

- Planned risk-based interventions (inspections) at food and feed businesses to ensure compliance with Food and Feed regulations.
- Risk based investigation of service requests relating to contraventions of food and feed regulations.
- Risk based investigation, prevention and control of outbreaks and incidences of food borne diseases.
- Undertake proportionate enforcement action where there is a serious risk to health.
- Sampling and analysis of foodstuffs to check compliance with safety, compositional, and labelling standards.
- Maintain a Haringey database of food and feed businesses to produce a public register of premises rated by inspection category with historic details of previous interventions undertaken within those premises.
- Risk based interventions and enforcement at large scale community events such as 'Wireless' festival.
- Provide a service for local food businesses of advice and guidance to comply with their legal responsibilities.
- Respond to Food Alerts (issued by the Food Standards Agency and/or Port Health Authorities (PHA's)) as they relate to the local food trade.
- Training of food handlers and/or sign posting to suitable training courses.

- Issue of food Export (Health) Certificates.
- Promote health and food safety initiatives.
- Ensure that staff maintain professional competence in authorised activities.
- Tackle the sale of illegal foods in the borough.
- Monitor the composition and labelling of foods to ensure they comply with food safety legislation.
- Respond to intelligence relating to food fraud and take appropriate action.

**The Food Safety Officers also provide the following additional functions:**

- Flexible resource to support Commercial and Operations functions as needed – officers may be deployed to other functions of the team if required (e.g., Health and Safety at Work, animal health, smoke free enforcement, public health – including drainage and the wider commercial operations remit)
- Guidance and enforcement (hazard spotting) in local food businesses to support compliance with health and safety, smoke free and other regulatory responsibilities – make every inspection count.
- Investigation of reportable accidents and dangerous occurrences
- Responsible Authority for Licensable activities - provision of information to the Licensing Team to enable the processing of Licence applications.
- Consultee for planning applications – provision of information to the Planning Team to enable processing of Planning Applications.
- Supporting student Environmental Health Officers in gaining practical experience for the ELP, PPP and professional qualification.

## 8. DEMANDS ON THE FOOD AND FEED SERVICE

### Premises profile

There are currently 2327 registered food and feed businesses in Haringey. Many of these businesses frequently change ownership (although the total number is expected to remain the same) identifying these changes in ownership is an ongoing challenge.

Food businesses can be split into the following categories:

<b>CATEGORIES</b>	<b>TOTAL NUMBER 2022-23</b>	<b>TOTAL NUMBER 2023-24</b>
Food Manufacturers/Packer	110 including 20 premises subject to approval	146 including premises subject to approval
Food Importers/Exporters	22	21
Food Distributors	36	42
Food Retailers	710	759
Restaurants and other Caterers	1716	2041
<b>Total Number of Food and Feed Businesses</b>	<b>2594</b>	<b>3009</b>

- The Borough is characterised by its restaurants and other caterers. In addition, as the population diversifies and the number of retail food businesses increase, the amount of imported food coming into the borough is also increasing.
- The cultural diversity and language variations of food business operators in Haringey enriches the local community but provides additional communication challenges when driving forward food safety regulatory compliance.

## Service Demands

The following points outline some of the demands to the service which need to be considered when planning work programmes:

- In addition to Haringey's registered food businesses, there are many food traders who operate at markets, festivals and community events within the Borough that maybe registered with other Councils. Whilst not part of the statutory inspection plan, these businesses may require input from the team to ensure regulatory compliance.
- Freedom of Information Act – information requests continue to increase; they are often time consuming to collate and require a time sensitive response.
- Maintenance of Food Hygiene Rating Scheme – demands additional unplanned visits, responding to revisit/appeal requests and verification checks etc.
- Many food businesses operate outside conventional office hours. Where possible the team works flexibly to meet its objectives.

## Service Points

The Commercial Environmental Health Service can be contacted in the following ways.

- **e mail** [frontline@haringey.gov.uk](mailto:frontline@haringey.gov.uk)
- **via the council's website:** <https://www.haringey.gov.uk/>
- **telephone** 020 8489 1000 (Customer Service) between the hours 9.00am and 5.00pm, Monday to Friday.
- **in person**, By appointment only at Alexandra House, 10 Station Road, London N22 7TR between the hours of 9.00am and 5.00pm, Monday to Friday,
- **letter** to Commercial Environmental Health and Trading Standards, Level 4, Alexandra House, 10 Station Road, London N22 7TR

- **In an emergency, outside of the hours** given above by telephoning the Council's emergency telephone number: 020 8489 0000 or via email: [responsemanager@response-oooh.co.uk](mailto:responsemanager@response-oooh.co.uk).

## 9. ENFORCEMENT POLICY

The Food Safety Service is bound by the [London Borough of Haringey Community Safety and Enforcement Policy](#) which embraces the principals of the Regulators' Code, pays regard to the Crown Prosecution Guidelines and human rights issues. The policy directs food officers in enforcement to ensure consistency, openness and proportionate actions to the risk involved.

Authorised food safety officers will carry out proportionate enforcement in line with the Food Law Code of Practice and the Council's Enforcement Policy. Enforcement may involve one or more of the following actions:

- Verbal advice
- Formal written warning
- Enforcement Notices
- Emergency Prohibition
- Prohibition
- Seizure and Detention of Foods
- Simple Cautions
- Prosecutions

## 10. SERVICE DELIVERY

The following outlines Haringey's Policy for delivering our 2023-24 Work Plan.

- See appendix A for the full Food Safety Interventions Plan
- Risk based food and feed safety interventions including inspections will be carried out in compliance with The Food Safety Act 1990, Food Safety and Hygiene (England) Regulations 2013 (as amended) and the Food and Feed Law Codes of Practice and Practice Guidance 2021 and according to the following principles.
- Higher risk interventions will take precedence over lower risk interventions.
- Priority is given to the higher risk food hygiene and standards inspection programme. All Category A, B, C and non-compliant businesses will receive an appropriate food hygiene official control. All Category A business will receive an appropriate food standards official control.
- Low risk D rated premises will alternate between an official control and other interventions.
- Other Food Standards/Feed interventions due within year, will where practical be carried out alongside food hygiene interventions.
- E rated businesses will be subject to an Alternative Enforcement Strategy and asked to complete a monitoring questionnaire which will be filed with their premise's records. A maximum of 10% of these will receive a further intervention.
- Where an imminent risk of injury to health is identified or where formal enforcement is required, this will take priority over all other work. This may impact on the delivery of the pro-active inspection programme.
- Newly Registered Businesses are logged as non-compliant until inspected and risk rated. These will be inspected in addition to the Proactive Inspection Program. Haringey has a high turnover of businesses resulting in high number of new food business registrations. Newly registered business will be prioritised according to risks however it may not always be possible to complete these within the required 28 days of the business registering.

- Additional interventions – verification, monitoring and surveillance visits will be carried out in line with the Food Law Code of Practice in non-compliant high-risk businesses in order to achieve compliance. This may impact on the delivery of the pro-active inspection programme.
- All officers authorised to undertake food and feed safety work meet the qualification and competency requirements as detailed in the [Food Law Code of Practice \(England\) 2021](#).
- Whilst financial pressures in the council in 2023 continue to be a challenge, we will continue to utilise the staff flexibly to ensure public safety is maintained by prioritising high risk interventions and reactive work over lower risk issues.

## **Feed Inspections**

These will be carried out by via a funded project by London Trading Standards (LTS). Haringey will provide a list of risk-based inspections to LTS. These inspections will be delivered by an authorised feed officer.

## **Impact of other Advice and Guidance**

In addition to the statutory food and feed inspection program, the Commercial Environmental Health Team also carries out other supporting work to drive up regulatory compliance in commercial premises throughout the borough. These activities are carried out alongside our core food safety interventions. There are occasions where local priorities in high-risk areas may impact on the statutory inspection plan.

- National Food Hygiene Rating Scheme - We aim to maintain the percentage of premises with Hygiene Rating between 3 and 5 at 95% and above. This will be achieved by focussing resources on the non-compliant businesses via the inspection program and maintaining a strict enforcement regime in line with the Service Enforcement Policy. The level of enforcement and additional interventions required may impact on the proactive inspection programme.
- Non-compliant premises will receive additional interventions in line with the codes of practice to ensure that higher risk matters are resolved.
- Healthier Catering Commitment - we will continue to expand and support the scheme via our Public Health funded project.
- Smoke-free Enforcement - We will continue to contribute to the regulation and enforcement of this work.



- Partnership working - take part in joined-up work / operations between services to contribute to the wider regulatory agenda.
- Events – help regulate large-scale community events e.g., Wireless Festival, Tottenham Hotspurs events
- Waste Management - continue to ensure food businesses have appropriate systems in place for the disposal and recycling of the waste they generate.
- We will work to develop our web pages to assist service users in utilising online information sources.
- Health & Safety – high risk issues will be considered during the inspection where there is a concern about compliance.

### **Alternative Enforcement Strategy for Low-Risk Premises**

Premises which pose little or no risk to the Food Safety/Standards (E Risk)) are not subject to Official Controls. These premises will initially be contacted by letter and provided with relevant information. They will also be asked to confirm that the details we hold about the business are correct. 10% of low-risk businesses will be inspected if we receive no response, or their risk appears to have increased.

Primary inspections of such businesses will be triggered by criteria other than the planned inspection programme. These criteria include:

- Applications for registration.
- Consumer complaints.
- Changes in management.
- Food alerts from the FSA.
- Significant changes in activities.

### **Premises outside of the Inspection Programme**

There are 24 food premises on the database that do not require an inspection. These include approved premises which are inspected by the Food Standards Agency and Head offices of food business but whom do not have or handle food on their premise

## **11. FOOD COMPLAINTS**

All service requests (including complaints about food and food businesses) are recorded by the council's Call Centre. The requests for service are allocated by the Lead Officer to the officers for action. Our Service Standards are published on the council's website.

We expect to receive more than 1000 service requests of all types concerning food and food premises. We will continue to revise customer service scripts and web pages in order to reduce the number of service requests and complaints by improving our information for service users.

## **12. PRIMARY/ HOME AUTHORITY**

The Service recognises the value of the Primary/Home Authority Principle in securing and improving food hygiene and food standards practices. The principle allows for the local authority to provide guidance to the companies and acts as a central point for other local authorities.

Advice is regularly exchanged with Primary/Home, Originating (where a food is manufactured) and Enforcing (where an offence takes place) Authorities. The Authority has no formal Home or Primary Authority partnerships with local businesses, but continuously acts in an informal capacity with manufacturers in the borough with whom we have no formal agreement.

### **13. ADVICE AND CONTACT WITH BUSINESSES**

The Commercial Environmental Health Team support local food businesses by assisting them to comply with the law and to encouraging best practice. This is achieved via the following:

- Advice given during inspections.
- Making recommendations through an intervention
- Advice given during other interventions at business premises
- Responding to service requests and enquiries over 1000 expected per year.
- Improving business support via the Haringey website and moving towards e-government targets
- Publication and presentation of information in media
- Food Hygiene Training Courses
- Attendance at business forums and events – where resources are available.

### **14. FOOD and FEED SAMPLING**

The Borough's Food and Feed Sampling Programme (Appendix 2) aims to achieve a sampling strategy that enables consumers to be confident in the quality and safety of the food available in Haringey. It also aims to incorporate issues of national and international concern.

Food sampling is carried out in a programmed way, in response to complaints and also during or following programmed inspections.

Sampling is coordinated within the North West Sector Food Sampling sub-group in partnership with the Food Standards Agency, the Food examiner from the Health Protection Agency and Eurofins (appointed Public Analysts). A Budget of £2,500 is allocated to this function. This will cover the costs of procurement and analysis.

## 15. INFECTIOUS DISEASES

The Service investigates and seeks to control incidents of food borne disease and cases of Tuberculosis where there is a potential for further spread of the disease.

All formal and informal notifications are recorded on the database. We can expect 200-300 notifications per year.

Information and questionnaires are sent to patients/cases by the business support team.

Cases are allocated to members of CEH where further investigation or action is required to control the spread of disease.

A memorandum of understanding has been produced and agreed with Public Health (England) and follows the principles established in a countywide procedural document. This memorandum requires the provision of 24-hour cover for outbreak investigation and this is tested on a yearly basis. Currently Haringey has a 24-hour emergency duty environmental health practitioner system in place.

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 and elsewhere within the Regulatory Service, to support the investigation and action required.

## 16. FOOD and FEED SAFETY INCIDENTS

Food and Feed Alerts received from the Food Standards Agency are given an appropriate response (As detailed in Food Law Code of Practice). Any relevant food safety incidents identified within the Borough are notified to the FSA. It is expected that the service will receive 100-200 notifications per year requiring different levels of response. The majority are providing information; some are **alerts for action** and will require immediate action from the team.

## 17. IMPORTED FOOD

Imported foods are considered during all food safety interventions. Haringey has a diverse population who demand foods from all over the world. Imported food control is considered a high priority.

The team deal with the regulation and enforcement of imported foods in partnership with the FSA, PHA and other local authorities through inspection, sampling and reactive work. In addition, area-based initiatives will be utilised where possible to provide a platform for effective enforcement. During these initiatives, it is proposed that the team engage with operators of food businesses and provide an educative approach where appropriate.

## **18. LIAISON WITH OTHER ORGANISATIONS**

We work closely with the following organisations to aid consistency and provide a joined-up service:

- Association of Local Authority Environmental Health Managers (ALEHM) via Head of Service
- Participation at the North West London Food Liaison Group (NWLFLG);
- Attendance at Food Standards Agency (FSA) update seminars.
- London Food Co-ordinating Group via LFCG.
- London Approvals Group
- Local Government Association
- DEFRA.
- Health and Safety Executive
- London Food Study Group
- London Trading Standards
- Voluntary Sector and Consumer Organisations (North London Business Link)
- OFSTED
- Haringey Public Health & Public Health England (Environmental Forum for ID work);
- Joint initiatives with other Haringey Services such Trading Standards and Licensing, Anti-Social Behaviour and Enforcement, Waste Management, Planning.
- Port Health Authorities (PHA's)

## **19. PROMOTION**

The Service promotes awareness within the food and feed trade and the local population via a targeted education/information program:

- FSA Food Hygiene Rating Scheme (See Appendix 3)
- Internal Food Hygiene Courses where requested
- Local and National media including Council magazines.
- Advisory leaflets available in English and other local community languages.
- Talks and presentations in local community centres; schools; fairs; government organisations; and other organisations.
- Promotion via the council’s website
- Additional advice is provided for consumers around seasonal food safety matters e.g. Christmas Cooking and barbeques.
- Action following Food Alerts and Food Incidents – e.g. mail shots, visits, local press release.
- Area based operations – focussed activities.

**20. RESOURCES – Commercial Environmental Health**

<b>BUDGET - FOOD SAFETY</b>	<b>2023-24 £</b>
Staffing (inc on-costs for pension, NI contributions)	£283677.27
Transport (car allowances & public transport)	£6225.35
Supplies and Services.	£2050.70
Support Corporate Services (80%)	£77633.80
3rd Party Services & Sampling	£6500
<b>Total Budget</b>	<b>£376087.12</b>

## 21. STAFFING ALLOCATION

The staffing resource detailed below includes all Enforcement Officers/Management in the Commercial Environmental Health Team who are authorised officers.

Level of Food Law Enforcement	No. of Staff and % of time spent on food safety work.	
1 x EHP Full range of Food Safety Authorisation -NK	0.8 FTE	90%
1 X EHP Full range of Food Safety Authorisation – BJ*	0.5 FTE	90%
1 X EHP Full range of authorisation AK	0.8 FTE	90%
1 X EHP Full range of authorisation DD	1 FTE	90%
1 x EHP Full Range of authorisation MP	1 FTE	90%
1 x EHP Full Range of authorisation RR	1 FTE	90%
1 X LO Full Range of Authorisation CO& BJ (Job Share)	1 FTE	75%
1 X FEED OFFICER – VIA ALEHM**	0.02FTE*	100%
1 X Manager Full Range of Authorisation	1 FTE (job share)	40%
1 X Regulatory Services Manager – Strategic Functions – Powers of Entry	1 FTE	10%
<b>Total Resource</b>	<b>6.01</b>	

\*0.5 funded by Public Health to implement Health Catering Commitment Scheme

\*\*funded by the Association of London Environmental Health Manager (ALEHM)

The team will use external contractor to undertake low-risk food inspection.

## 22. STAFF DEVELOPMENT PLAN

- Staff are supported by a system of performance appraisal ('my conversation') and regular one to one meetings, team and directorate meetings/briefings, staff events, staff forums, Intranet, on-line and external training.
- Staff will complete the FSA competencies matrix.

- Authorisations will be reviewed where necessary.
- The appraisal process aims to support and develop staff to continuously improve and build a work force that is fit for purpose.
- The appraisal identifies agreed objectives and any areas for development to ensure that objectives can be met. Regular one to ones monitors the progress of staff in achieving performance and development objectives.
- Continual Professional Development (CPD) is a standing item on officers' development plans.
- Performance is reported to senior management team monthly and areas of underperformance are addressed.

### **23. QUALITY ASSESSMENT**

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
- Allocation of premises requiring inspection according to risk from the M3 database programme.
- Documentation Audits.
- Team Manager to review and approve recommendations for legal proceedings.
- Lead Officer/Team Manager to review and approve service of notices.
- Use of inspection checklist/proformas for inspections and standard phrases from Schedules of Contraventions.
- Ongoing appraisals and regular one to one meeting.
- Procedures for investigating feedback complaints against the Service.



- Inspection and performance targets reported monthly, reviewed at monthly my conversation, performance appraisals and Service Management Team Meetings.
- Review of CPD through my conversation/appraisal.
- Team meetings and briefings to discuss matters of professional and technical interest.

## 24. REVIEW

### Food Safety Service Plan Review 2022-23

REVIEW 2022-23	
Objective	Achieved
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.	<ul style="list-style-type: none"> <li>Completed 793 food safety inspections due in 2022-23</li> <li>Completed 217 food standards inspections.</li> <li>Completed 100% (5) Feed Inspections</li> </ul>
To register food and feed businesses in accordance with the Food Premises (Registration) Regulations 1991 as amended.	<ul style="list-style-type: none"> <li>Received 603 Food Premises Registrations</li> <li>Completed 311 new business inspections</li> </ul>
To provide a risk-based response to all notifications of food related illness or suspected illness in order to minimise the effects on the community.	<ul style="list-style-type: none"> <li>Received 310 notifications of infectious diseases related to food poisoning illnesses.</li> <li>2 cases required potting.</li> <li>183 required no further action.</li> <li>114 were sent letters and factsheets.</li> <li>11 cases required further investigation and action in liaison with the HPA.</li> </ul>
To carry out food sampling in accordance with nationally and locally set programmes.	<ul style="list-style-type: none"> <li>Submitted 5 samples for examination or analysis.</li> <li>Contributed to PHE studies and FSA National Food Sampling programme.</li> <li>0 unsatisfactory results required further investigation and action.</li> </ul>

<p>To provide information, advice and education on food and feed safety and standards issues to the business and residential community.</p>	<ul style="list-style-type: none"> <li>• Provision of end of year data to the FSA .</li> <li>• Provision of FHR data available on FSA website</li> <li>• Provision of LA web pages and links</li> </ul>
<p>To respond in line with service priorities to complaints and service requests concerning food and feed safety and standards.</p>	<ul style="list-style-type: none"> <li>• 711 Complaints and service requests about food safety and standards investigated.</li> <li>• 430 formal food complaints</li> <li>• 281 other food hygiene/standards interventions including issuing 29 Health Certificates, responding to 19 New Business enquiries, 128 Licensing consultations and responding to 105 Food Hygiene Rating queries by businesses.</li> </ul>
<p>To provide formal training opportunities for food handlers working in Haringey and participate in National Food Safety Week.</p>	<ul style="list-style-type: none"> <li>• No food hygiene training has been carried out since the pandemic, the service is currently looking at delivering online course.</li> </ul>
<p>Initiate and Respond to Food and Feed Alerts</p>	<ul style="list-style-type: none"> <li>• 17 FSA Food alerts for action and withdrawal notifications responded to.</li> </ul>
<p>Increase the number of premises with a Food Hygiene Rating of 3 (Satisfactory) and above to 94% through targeted inspections, reactive work, advice and guidance, education and training and appropriate enforcement;</p>	<ul style="list-style-type: none"> <li>• Food Hygiene Rating and LAEMS data demonstrates that the number of compliant businesses (FHR 3 or above) was 95%</li> </ul>
<p>To tackle illegal importation of foods into the borough and to monitor the composition and labelling of imported foods through sampling</p>	<ul style="list-style-type: none"> <li>• Responding to FSA and Port Health Authorities following information about poor sampling results.</li> <li>• Imported foods considered during food hygiene and food standards interventions.</li> </ul>

<p>To provide clear accessible information about compliance with food safety legislation (Nation Food Hygiene Rating Scheme)</p>	<ul style="list-style-type: none"> <li>• National Food Hygiene Rating Scheme</li> <li>• Consumers able to access online information detailing compliance in all catering businesses.</li> <li>• Links to Food Hygiene Rating website via Haringey web pages</li> </ul>
<p>To continue to assist in the delivery of the Health &amp; Wellbeing Strategy (2015-18) In particular to promoting the Health Catering Commitment scheme in catering establishments in the most deprived areas of the borough in order to reduce childhood obesity and reduce cardiovascular disease.</p>	<ul style="list-style-type: none"> <li>• A total of 108 businesses are currently signed up to the HCC scheme.</li> <li>• It has become increasingly difficult to generate interest in the scheme due to the current cost of living crisis – businesses are less likely to spend money where they do not believe they will see a profit.</li> </ul>

## **Key Areas of Achievement 2022-23**

- Completed 100% of high-risk interventions in accordance with the Food Law Code of Practise.
- Successful resource planning and management to achieve the above interventions with staff vacancies.
- Inspected 311 new businesses.
- Recruited 2 new permanent members of staff following rigours recruitment campaign.
- Increased enforcement activity i.e., Prosecutions, Emergency Closures and service of more notices.

## **Challenges in 2022-23**

A great deal of resource is required to keep track and secure improvements in food businesses. This is largely due to the condition of the some of the building stock, economic challenges within the community, the diverse community and high percentage of food business that change in ownership.

As we came out of the pandemic, a large number of food businesses either closed or new businesses opened in their place. This resulted in:

- New businesses registering but not operating for 6 or more months following registration.
- A high number of void visits and time taken triaging new businesses.
- Increase in 'non-compliant' businesses (new businesses are automatically considered as non-compliant until they are inspected).
- Food Information non-compliance i.e., labelling/allergens.
- Increase in the number of Food Hygiene Rating Scheme request and reassessment visits

## **25. VARIATION FROM THE SERVICE PLAN 2022-23**

There was little to no variation from the service plan. However, owing to the pandemic we have a large number of Category D premises becoming non-complaint at their inspections. A catch plan is being devised for 2023-24 in order to reduce the backlog.

## **26. AREAS FOR IMPROVEMENT 2023 - 24**

1. To identify and migrate to new management information system for the directorate.
2. Continue to develop smarter working techniques i.e., mobile solutions, online platforms to improve efficiency and provide value for money.
3. Continue to reduce the number of unrated businesses (165) on the database by:
  - a. Prioritising unrated businesses.
  - b. Triage unrated businesses and ensure those that present the highest risk are inspected first.
  - c. Outsourcing of lower risk interventions.
4. Continue to raise compliance levels by focussing on robust enforcement in line with enforcement policy.
5. Officers' familiarisation with new legislations and the FSA Food Hygiene and Standards Delivery Model.

**1. Appendix 1 – Food Intervention Plan 2023-24**

Food Hygiene Risk Category	Number of Interventions Planned	Food Standards Risk Category	Number of Interventions planned
A	24 (12 X 2 in the year)	A	15
B	66	B	Where FS & FHI due
Non-compliant C, D E	24	C	Where FS & FHI due
Compliant C	166		
Compliant D	212 (50% of 423 due)		
Compliant E	35 (10% of 354)		
Outstanding From Previous Year	2 B's 9 Compliant C's 253 Complaint D's 136 Unrated		1 A  136 Unrated
Unrated throughout year	188		188
Feed Inspections	3 Unrated 4 High risk		
<b>TOTAL</b>	<b>1117</b>	<b>TOTAL</b>	<b>337</b>

## 2. Appendix 2 – Sampling Plan 2023-24

April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Type of analysis (ie., Micro/Chem)	
UKHSA Study 77 Ready to Eat (RTE) Salad & Salad components from Retail and Catering.												Micro	
UKHSA STUDY 78: STUDY 78: Hygiene in Catering Premises												Micro	
UKHSA STUDY 79												Micro	
Cooked Ready to Eat (RTE) Sliced or Cut Meat from retail and catering premises.												Micro	
				<b>FS900410</b>		Retail Surveillance Sampling Survey						Tbc Chemical / Micro	
				<b>FSA DS2324</b>	Local Authority Directed Sampling							Tbc Chemical / Micro	
				<b>FSA IMP2324</b>	Imported Food LA/PHA Funded Sampling Programme							Tbc Chemical / Micro	
				<b>FS 430790</b>	Imported Food Surveillance							Tbc Chemical / Micro	
						Operation OPSON XIII						Tbc Chemical / Micro	
<b>FS900253</b>	Microbiological Survey of Raw Dog and cat Food on Retail Sale in the UK											Tbc Chemical / Micro	
			Haringey Approved Premises (standards)										Tbc Chemical / Micro
			Haringey tbc										Tbc Chemical / Micro
			Haringey tbc										Tbc Chemical / Micro
			North West Sector/PASS/ LFCG tbc										Tbc Chemical / Micro
			North West Sector/PASS/ LFCG tbc										Tbc Chemical / Micro
			North West Sector/PASS/ LFCG tbc										Tbc Chemical / Micro
<b>INDEX:</b>	Haringey Survey	NW Sector Survey	FSA - Food Standards Agency	PASS - Public Analyst Scientific Services	LFCG- London Food Coordinating Group	UKHSA-UK Health Security Agency							



### 3. Appendix 3 - Distribution of Food Hygiene Ratings

