

# Service Plan for the Enforcement of Food and Animal Feed Standards 2024/25

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# 1. Our Service Aims and Objectives

The Service’s aims, objectives and priorities are outlined in the [Trading Standards Service Plan](#). We follow an intelligence led approach and focus on priorities set corporately, regionally and nationally.

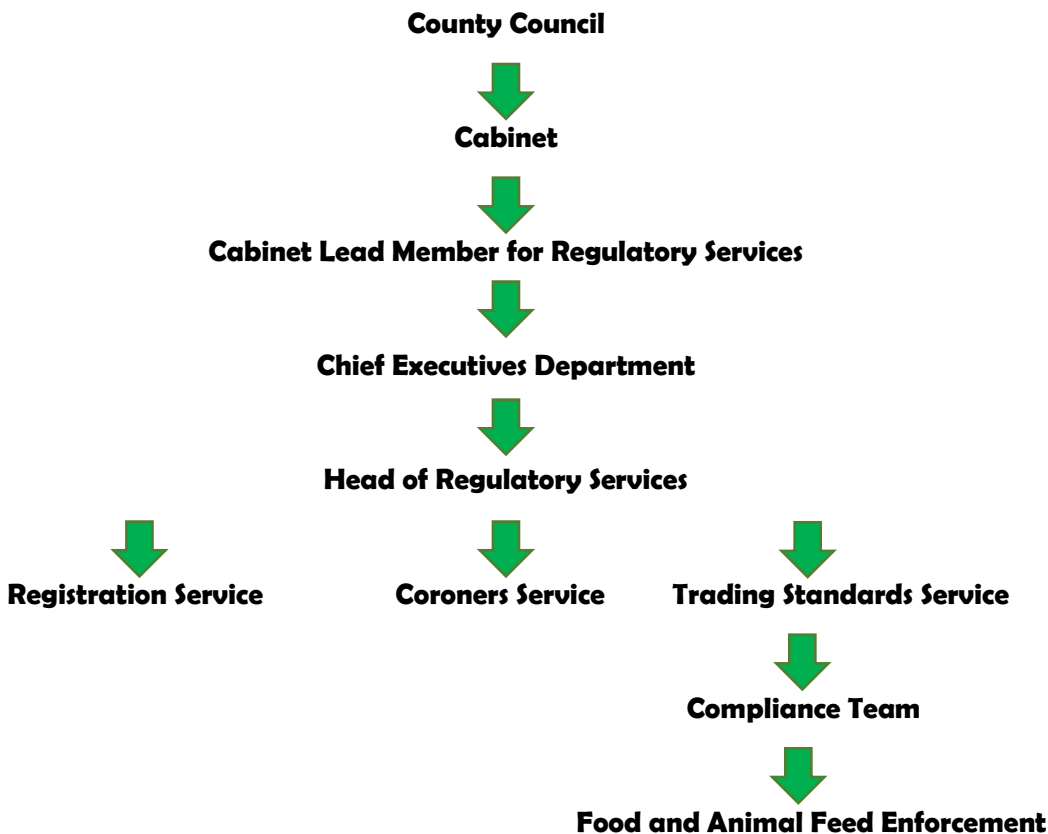
The [Leicestershire County Council’s strategic plan 2022-2026](#) outlines five strategic outcomes. Food and feed enforcement and advice will contribute to two of these outcomes, Keeping People Safe and Strong Economy.

## 2. Background

### 2.1 Our Profile



### 2.2 Organisational Structure



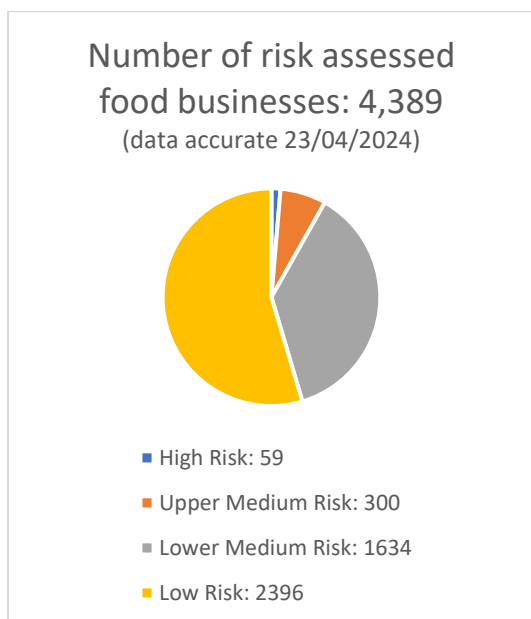
### 2.3. Scope of the Food & Feed Service

The Trading Standards Service delivers the Food Standards and Feed Standards Enforcement function within Leicestershire, with the exception of food Hygiene Enforcement which is delivered by District and Borough Councils.

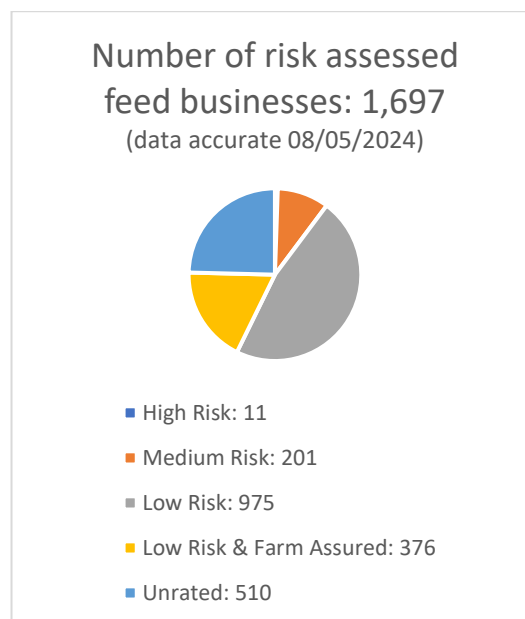
Analytical services for food and feed are provided by Public Analyst Services Ltd.

### 2.4. Demands on the Food & Feed Service

Food



Feed



The Service can be contacted in a number of ways:

- At County Hall between the hours of 8.45am – 5pm Monday-Thursday (8.45am – 4.30pm on Fridays).
- Through a Duty Officer telephone line between the hours of 10am – 4pm, Monday – Friday, with a call back system in operation.
- By email at [tradingstandards@leics.gov.uk](mailto:tradingstandards@leics.gov.uk).
- Through various points of contact on the Service's [webpages](#).
- Consumer enquiries can be made via the [Citizens Advice Consumer Service](#).

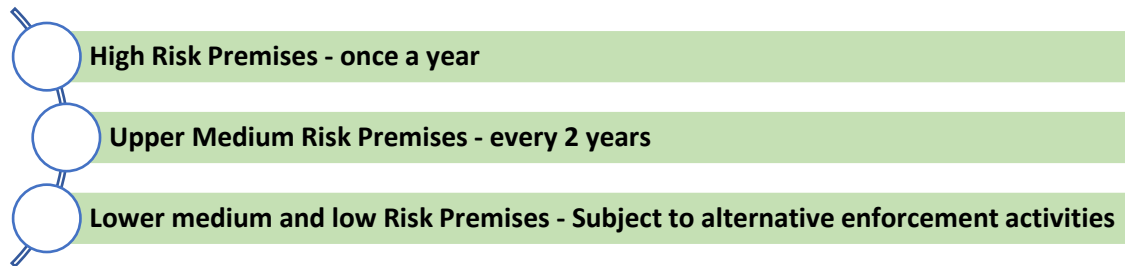
### 2.5 Regulation Policy

A link to the Leicestershire [Trading Standards Enforcement Policy](#) and [Investigation Criteria](#) can be found here.

## 3. Service Delivery

### 3.1 Interventions at Food & Feed Establishments

#### The Food Standards Inspection programme



Risk assessments are carried out using the National Trading Standards Board risk assessment scheme\* and are subject to regular review where an intervention is carried out. Where intelligence is received, all premises are subject to appropriate intervention.

(\*this scheme will be replaced with a new FSA risk rating scheme when this is implemented during 2024/25.)

Interventions at lower risk premises take the form of project based interventions alongside intelligence led enforcement activity and alternative enforcement strategies.

#### The Feed Standards Inspection Programme

All feed premises are risk assessed and our intervention programme follows a risk assessment scheme approved by the Association of Chief Trading Standards Officers. This information is considered when determining what interventions will be undertaken.

The following can also be found at [Annex A](#)

- Feed Standards Inspection Programme 2024/25
- Food intervention Programme 2024/25
- Estimate of re-visits which will be required in the 2024/25 year

**New legislation** will be considered and enforced as required – The expected new legislation which will impact on the 2024/25 financial year can be found at [Annex C](#).

#### Contingency Plans

In the event of emergency situations appropriate liaison with the Leicestershire County Council Resilience Team who lead on the LCC Business Continuity Management strategy, will be sought and policy followed.

### 3.2 Complaints Policy

Complaints are dealt with in accordance with standards set by the Service, which can be found in our [Enforcement Policy](#). A memorandum of understanding is in place between this Service and Leicestershire's District and Borough Councils to ensure that any complaints are dealt with by the appropriate authority.

Previous years complaints data can be found in [Annex C](#)

### 3.3 Home Authority and Primary Authority

The Service follows the principles of the [Primary Authority Partnership Scheme](#) and ensures that officers comply with those principles when enforcing food and animal feed standards.

The Service will accept referrals on a Home Authority basis where there is no Primary Authority Partnership in place elsewhere for that business and will take appropriate action as necessary.

### 3.4 Advice to Business

Food and Feed advice is offered in accordance with the Service's [Business Advice Policy](#). The Service provides input to the Leicestershire Better Business for All partnership. An Estimate of the number of businesses who will receive advice in the 2024/25 year can be found in [Annex A](#).

### 3.5 Food & feed Sampling

The Service has a sampling programme in place which can be found in [Annex B](#). The factors underpinning the way in which we carry out sampling are:

- Risk based and intelligence led
- Reactive and complaint led
- Service, Regional & National priorities
- Resource based

Analysis of samples is as per 2.3 above. Food samples are taken in accordance with the [Food Safety \(Sampling & qualifications\) \(England\) Regulations 2013](#).

Feed samples are taken in accordance with the [The Animal Feed \(Hygiene, Sampling etc. and Enforcement\) \(England\) Regulations 2015](#).

### 3.6 Food & Feed Safety Incidents

These are dealt with in accordance with the [Codes of Practice](#) and are dealt with as a priority. In dealing with Food & Feed Safety Incidents this Service will liaise as appropriate with the relevant District or Borough Council, the Food Standards Agency, the Animal and Plant Health Agency (APHA), DEFRA and UKHSA as required.

Liaison with the Leicestershire District & Borough Councils is underpinned by an agreed memorandum of understanding between all parties.

In out of hours circumstances or an emergency, see 3.1 above.

### 3.7 Liaison with other organisations

A memorandum of understanding is in place between this Service and all other district and borough councils within Leicestershire. Further memorandums of understanding are also in place with the APHA and MRA. This Service is a member of the following:

- Leicestershire food liaison group
- Trading Standards East Midlands regional group which includes sub-groups for both food and feed
- Representation at the FSA Register a food business working group
- Member of Leicestershire Better Business for All working group

- Member of Leicestershire Healthy Weight Strategy

These memberships consist of quarterly meetings and updates.

### **3.8 Food & Feed Promotional Work**

This Service regularly uses social media platforms to deliver food safety and standards messages. Effectiveness is evaluated using data analysis e.g., interaction with these messages.

The Service regularly guides businesses to sources of information and provides various links to online guidance via our website which forms part of the Leicestershire County Councils main website. Complex and bespoke paid advice can also be requested via our [website](#)

### **3.9 Control & Regulation of Outbreaks & infectious Disease**

This Service operates within a two-tier authority. The control and regulation of outbreaks and food related infectious disease is the responsibility of the District & Borough councils within Leicestershire. The control of disease and outbreaks relating to feed is the responsibility of this Service

## **4. Resources**

### **4.1 Financial Allocation**

Food and feed enforcement form an integral part of the Service and resources are allocated accordingly from the overall Service budget. Further resource is requested and sought where required, this may include additional outside funding received by the Service for specific food and feed work.

### **4.2 Staffing Allocation**

The current level of staff available for food and feed work is detailed in [Annex A](#), alongside the number of resources required to deliver the Service.

### **4.3. Staff Development**

Training is allocated accordingly to ensure that ongoing CPD requirements are met and where gaps are identified, this is addressed on an individual basis. Training takes the form of:

- Training course provision from outside sources
- Internal development of officers
- Access to online national knowledge forum
- Participation in regional groups
- Own research and self-development

## 5. Quality Assessment & Internal Monitoring

Quality assessment and internal monitoring is conducted using the following methods:

- The Lead food and feed officers are responsible for monitoring day to day functions carried out by authorised officers and support staff.
- Documented processes for dealing with food and feed work form part of our quality system and are monitored, amended and updated where necessary. Our service standards can be found in our [Enforcement Policy](#).
- Quarterly figures allow quantification of work undertaken. These are reviewed by the Senior Management Team to ensure workstreams and commitments are on target for completion.

Day to day monitoring consists of:

- Regular face to face case reviews with Officers are conducted by the lead food and feed officers. This includes a review of ongoing work and documented direction as to future actions.
- Remote assessments of work progress, with guidance and direction provided where necessary.
- All work is reviewed prior to sign off for completion by the lead food and feed officer.
- Regular review meetings between the lead officers and senior management.

## 6. Review

### 6.1 Review of the Service Plan

Information regarding previous year's performance can be found in [Annex C](#). Ongoing review against the Service Plan is undertaken throughout the year, with quarterly figures being recorded and reported annually.

### 6.2 Identified variance from the Service Plan

During the 2024/25 year it is expected that the Service will transition to a new food standards framework and risk assessment as published in the food law code of practice. This will move the way food work is undertaken to a more fluid, intelligence-based approach. Transitional provisions in the code of practice will be followed until the migration to the new framework is completed. Figures published in [Annex A](#) for the 2024/25 year will be correct up until this time.

### 6.3 Areas for Improvement

We continue to improve our digital capabilities, both to enable a better service for businesses and consumers, and to ensure the best use of our resources. This includes opportunities to digitalise processes and ways of working; and provide access and links to electronic resources for both businesses and consumers which can be accessed 24 hours a day. We actively work with our customer focus team to ensure this is delivered in the best possible way.

# Annex A

## Food Intervention Programme 2024/2025

Premise Type	Total Interventions due	Interventions to be undertaken 2024/25
High Risk	58	58
Medium Risk	224	224*
Lower Medium & Low Risk	1094	360**

\*Subject to inspection until considered broadly compliant, at which point interventions can alternate between inspection and other appropriate official controls.

\*\*Subject to alternative enforcement activities. This Service will carry out these activities in the following ways

- Projects
- Business surveys which may take the form of questionnaires.
- Targeted advice & guidance

## Feed Intervention Programme 2024/2025

Premise Coding	Interventions to be undertaken *
R04 – Feed Manufacturers	1
R12 – Food business selling co-products	1
R09 – storage of feed products	0
R05 – placing on the market of compound feeds	2
R08 – Transport of feed	2
R06 – Manufacture of pet foods	7
R07 – Manufacture and or/placing on the market of feed materials	4
R10/R11 - Mixing feed on farm	20
R13 – Livestock farms which do not mix feed	9
R14 – Arable farm	1

\*Minimum number of planned interventions to be undertaken

## Estimation of other resources required in 2024/25

Estimations based on previous years data	Food	Feed
Re-visits required	30	10
New food/feed business registrations*	950	450
Complaints & enquiries	300	184
Advice to businesses	1000	20

\*New food and feed businesses are dealt with by way of a triage/questionnaire. These are risk rated and appropriate guidance & compliance advice is provided.

An estimate of resources required to fully undertake food and feed work is as follows

	Food – available resources	Food – resources required	Feed – available resources	Feed – resources required
Lead Officer	0.5	1	0.4	1
Authorised Officers	1	4.5	1.6	3
Trainee Officers	2	-	0.5	
Support Staff	2	3	1.3	2

Calculated by full time equivalent



## Annex B

### Sampling Programme 2024/2025

#### Food

Sampling Priority	Anticipated number of samples	Duration of sampling	Types of food/sector
Safety (allergen focus)	Reactive & intelligence led	Ongoing	All food types & sectors
	10 proactive samples	Ongoing	Catering Establishments
Safety (other, including contaminants and undeclared/banned ingredients)	Reactive & Intelligence led	Ongoing	All food types & sectors
	25 proactive samples	Ongoing	Imported foods
Composition & Labelling	Reactive & Intelligence led	Ongoing	All food types and sectors

#### Feed

Sampling Priority	Anticipated number of samples	Duration of sampling	Types of feed/sector
Composition including presence of vitamins	10	Ongoing	Compound feed on farm
Presence of mycotoxins or pesticides	10	Ongoing	Home grown grains
Labelling	10	Ongoing	Retail & on farm

#### Previous Years Sampling

Food samples taken in the 2023/24 year are as follows:

Sampling Priority	Satisfactory	Unsatisfactory
Safety (allergen focus)	10 (2 failed on labelling matters)	0
Contamination	3 (3 failed on composition)	
Composition & Labelling	1	2

## Annex C

### Previous Years performance

#### Food 2023/24

Visits to High Risk Premises	75
Visits to Medium Risk Premises	71
Visits to Low Risk Premises	30
Number of New Food Businesses contacted and risk rated	949
Number of food incidents and complaints actioned	269
Number of businesses advised	899
Number of food samples analysed	16

#### Feed 2023/24

Visits to inland feed premises (including manufacturers, transport & storage)	18
Visits to primary production premises	22
Number of feed business registrations dealt with	117
Number of feed incidents and complaints actioned	20
Number of feed samples analysed	0

### New Legislation which will impact the Service in 2024/25

A new Food Standards Framework will be implemented by the Food Standards Agency during the 2024-25 financial year. This will bring considerable changes which will impact the Service during this time.

A new border operating model implemented during this financial year will bring changes to import rules which may have an impact on the work this Service undertakes.