

# CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Healthier Communities Overview and Scrutiny Committee

**Date of meeting:** 22<sup>nd</sup> November 2023

**Title:** Food and Feed Service Plan 2023-2024

**Purpose of the report:** To inform Scrutiny of the Food and Feed Service Plan and to advise of the current and future challenges in delivering this statutory service.

**Reason Scrutiny have requested the information:** N/A

## **Introduction**

The regulatory controls relating to food and feed are critical for ensuring the safety of food, and the integrity of the food chain from farm to fork.

It is important that regulatory controls are consistently applied across the whole of the UK, to ensure there is no breakdown in standards in the food chain that may affect the integrity and confidence of consumers in the food they consume. The feed chain integrity is critical not only to animal welfare, but also to avoid any harmful residues in feed that may affect any animal entering the human food chain.

The Food Standards Agency (FSA) publishes Codes of Practice that regulate how Local Authorities deliver their food and feed services. This requires that all Local Authorities are sufficiently resourced to inspect food and feed businesses at regular intervals according to the risk to health they pose.

The authority is required to produce a Service Plan, to demonstrate how the food and feed requirements are delivered and adequately resourced on an annual basis. This includes a requirement that the Service Plan is taken through the democratic process.

## **Food Safety/Standards - Current Situation**

The delivery of the programmed food inspections was severely affected by the restrictions of the pandemic. The FSA did publish "Recovery Plans" aimed to ensure that Local Authorities maintained a minimum level of risk-based responses in the later stages of the pandemic. It then issued instructions and milestones that Local Authorities were required to meet to ultimately achieve a full recovery of programmed inspections from the pandemic restrictions. The position in Ceredigion is that all the milestones were achieved by the end of Q1 of 2023, which represents a significant achievement. A number of authorities in Wales are still in a state of "recovery."

The enclosed Service Plan provides an outline of the food and feed inspection requirements for 2023/2024. This year represents a significant transition to "dual" inspections, where both food hygiene, and food standards are combined into a single

inspection. The Public Protection Officers have undertaken significant training and assessment to become competent to undertake these dual inspections in accordance with the FSA CoP standards.

The desirable outcome of dual inspections is that it reduces the inspection burden on food businesses and increases efficiency for the authority in avoiding two separate visits.

In order to deal with the significant backlog of new food businesses in particular, the service has commissioned external support. This has been allocated to pay a food contractor to undertake the dual inspections of food businesses.

A review of resources in the Service Plan has found, with the additional funding, that the service should be sufficiently resourced to deliver the food and feed programme this year. However, this is dependent on the Public Protection Officers being able to deliver their inspection allocation. Other service demands and ill-health etc. could impact on their ability to complete the programme. These officers are required to work across the whole of Public Protection, therefore any conflicting public health priorities may have an adverse impact.

The delivery of the FSA Recovery Plan milestones has created an unintended consequence in that a large proportion of the high risk food inspection programme is due in 2024 – 2025. These are “Category C” premises that are inspected every 18 months, and they typically handle and process high risk food meaning they are classed as “high risk”.

As a comparison, this year there are 168 Category C premises due for a dual inspection. This number of Category C inspections increases to 290 premises due in 2024 – 2025. This represents a significant increase, and the service may need to seek additional funding for contractors in the next financial year to meet these obligations.

### **Animal Feed**

In 2009 and 2011 the Food and Veterinary Office (FVO) audited the delivery of Animal Feed Official Controls in the UK and in response to the audit findings the Food Standards Agency (FSA) carried out its own UK-wide review of official feed controls and identified ways of improving the delivery of an effective, efficient and proportionate risk-based programme of official feed controls by working more closely with Local Authorities (LA's) and relevant stakeholders.

Based on that review and a new feed inspection model proposed by the FSA, Welsh Ministers agreed to remove a sum of money from the Revenue Support Grant (RSG) on a recurrent basis from 1 April 2015. In response, Directors of Public Protection Wales (DPPW) agreed that LAs would collaborate and work regionally in Wales to deliver animal feed official controls. Six regions were set up, each with a Regional Lead Feed Officer responsible to oversee the work in their regions. DPPW delegated governance of this work to Trading Standards Wales (TSW), and day to day management of the work to deliver official feed controls rests with each Local Authority.

Since 2015, the Service signs a Memorandum of Understanding (MoU) each year between the FSA and three neighbouring feed authorities, namely Powys, Pembrokeshire and Carmarthenshire to deliver an annual regional feed inspection programme.

Funding for the annual programme consists of quarterly payments from the FSA to fund regional delivery of animal feed enforcement, following receipt of quarterly returns and invoices for the work undertaken, and local authority lead officer funding to cover the administration costs of this role.

A governance group was set up by WG to oversee the delivery of animal feed official controls in Wales, including adherence to the terms of the MoU. The governance group consists of a representative from DPPW, TSW, Welsh Local Government Association (WLGA), and the FSA.

Since 2015, Ceredigion has consistently met its annual regional inspection target and received regional funding. The only time the authority has ever failed to meet its annual regional inspection target was during the Covid Pandemic when inspections had to cease.

**Wellbeing of Future Generations:**

**Has an Integrated Impact Assessment been completed? If, not, please state why.**

No – there are no policy implications or introduction of new initiatives. The enforcement of food and feed law is a statutory duty of the Authority. A Food and Feed Service Plan is legally required and sets out how the Service intends to deliver and resource official food and feed controls in its area and address any variance in meeting the outcomes of the previous service plan.

**Summary of Integrated Impact Assessment:**

**Long term:** N/A  
**Collaboration:** N/A  
**Involvement:** N/A  
**Prevention:** N/A  
**Integration:** N/A

**Recommendation(s):**

Members receive this report and recommend to Cabinet that the Food and Feed Service Plan 2023-24 is approved.

**Reasons for recommendation:**

The statutory Food Law Code of Practice (Wales) (2021) and statutory Feed Law Code of Practice (Wales) (2014) require local authorities to produce and publish a service plan that demonstrates how the authority will work to deliver its food and feed service.

**Contact Name:** Carwen Evans

**Designation:** Corporate Manager (Public Protection)

**Date of Report:** 23/10/2023

**Appendix 1 – Food and Feed Service Plan 2023-24.**



Food Service Plan  
2023-24 Final 23 - 24

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# **Food and Feed Service Plan 2023-24**

Drawn up in accordance with  
the Food Standards Agency's  
Framework Agreement (April 2010)

## **SECTION 1: SERVICE AIMS AND OBJECTIVE**

### **Introduction**

There is a central government requirement for Local Authorities to comply with relevant legislation, Codes of Practice, Guidance on Enforcement Priorities and a Framework document to produce an annual service plan for food law enforcement.

Ceredigion County Council undertakes the normal range of food safety and food standards activities within the county of Ceredigion.

### **1.1 Food and Feed Service Aims and Objectives**

Local Authorities have a statutory duty to enforce food and feed law as part of the UK's national "Official Controls" overseen and audited by the Food Standards Agency (FSA). Local Authorities must produce a plan setting out how they will deliver these functions. This document discharges that duty for Ceredigion County Council and has been written in accordance with The Food Standards Agency's Framework Agreement, which is based on statutory Codes of Practice.

It is this Authority's aim to ensure that public health is protected through the efficient and effective enforcement of any food safety and feed laws falling to Ceredigion County Council for enforcement.

In producing this plan, Ceredigion County Council has included a range of strategies, activities and interventions to discharge its statutory duties and to support the achievement of the Council's wider strategic objectives and relevant National Enforcement Priorities. We seek to balance a risk-based, proactive inspection programme (and, where necessary, proportionate enforcement action) with tailored advice and support for local businesses to help them comply. We compliment this by providing information to the public to enable them to make informed choices about the food they consume.

Key to the way in which we deliver this service, are the five principles of good regulation:

- targeting (to take a risk-based approach)
- proportionality (such as only intervening where necessary)
- accountability (to explain and justify service levels and decisions to the public and to stakeholders)
- consistency (to apply regulations consistently to all parties); and
- transparency (being open and user-friendly).

### **Links to corporate Wellbeing objectives and plans**

Ceredigion County's Council Corporate Vision, as described by the Corporate Strategy for 2022-2027 is to "*deliver value for money, sustainable bilingual public services that support a strong economy and healthy environment while promoting well-being in our people and our communities.*"

The Council has recognised four key Corporate Well-being Objectives that will enable the delivery of services that will enhance the social, economic, environmental and cultural well-being for the citizens of Ceredigion. These are:

- Corporate Priority 1: Boosting the Economy, Supporting Businesses and Enabling Employment
- Corporate Priority 2: Creating Caring and Healthy Communities
- Corporate Priority 3: Providing the Best Start in Life and Enabling Learning at All Ages
- Corporate Priority 4: Creating Sustainable, Green and Well-connected Communities

A copy of Ceredigion County Council's Corporate Strategy is available at: <https://www.ceredigion.gov.uk/media/12183/corporate-strategy-2022-2027.pdf> and a summary of the corporate strategy is available at: <https://www.ceredigion.gov.uk/media/12294/corporate-strategy-summary-2022-2027.pdf>

### National wellbeing goals

The Local Well-being Assessment has also influenced this Corporate Strategy and the development of the four Priorities that the Council will focus on for the next 5 years. The Wellbeing of Future Generations Act 2015 sets out seven national wellbeing goals to which public bodies including local authorities, are expected to maximise their contributions:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

These goals provide a framework for focussing work on outcomes and delivery for the long-term wellbeing of Wales. The activities undertaken by our food and feed service, the outcomes and strategic priorities are inter-related and make a significant contribution to the Authority's well-being goals.

### **1.3 Links to the National enforcement Priorities for Wales**

Nationally, the service also contributes to the Welsh National Enforcement Priorities for Wales that were prepared by the Local Better Regulation Officer for the Welsh Government:

1. Protecting individuals from harm and promoting health improvement;

2. Ensuring the safety and quality of the food chain to minimise risk to human and animal health;
3. Promoting a fair and just environment for citizens and business;
4. Improving the local environment to positively influence quality of life and promote sustainability.

The Public Protection Team makes a direct contribution to the corporate wellbeing objectives and national enforcement priorities as follows: -

- Promoting high standards of hygiene in food and feed businesses.
- Ensuring that all food and drink offered for sale is safe for human consumption.
- Ensuring that all food and drink offered for sale meets compositional and quality standards.
- Minimise the incidence of food poisoning and food borne illness in Ceredigion.
- Encouraging the adoption of good practice at all stages in the food production chain.
- Working with partner agencies to eliminate food and feed fraud.
- Prevent the use of prohibited substances or inappropriate substitution of ingredients in food and feed products.
- Ensure that all food and feed businesses comply with relevant statutory requirements.
- Providing guidance and advice to potential and existing food and feed businesses.
- Ensuring that all food and feed businesses operate with the benefit of relevant licensing, approval and consent arrangements.
- Develop collaborative working arrangements to minimize the risks to health associated with the consumption of contaminated, poor quality or unsafe food and drink.

To achieve this aim, these services:

- Inspect all food premises and businesses in accordance with the adopted risk assessment and re-inspection programmes;
- Implement a risk-based inspection programme for feed establishments ;
- Participate in the national Food Hygiene Rating Scheme (FHRS) to enable members of the public to make informed choices about where they eat or purchase food.
- Initiate appropriate enforcement action, having regard to Statutory Code of Practice and Guidance provided by the National Assembly for Wales to secure compliance with the relevant legal requirements;
- Prepare and implement sampling programmes for food that is produced, stored, distributed, handled or consumed within the County having regard to the Statutory Code of Practice;
- Enhance the awareness of the general public and the various sectors of the food industry operating in the County, of food related matters through education and publicity;



- Aim to effectively discharge the Council's statutory duties, functions and responsibilities relating to the enforcement of Food Safety and Animal Feed Hygiene legislation.
- Aim to effectively discharge the Council's statutory duties, functions and responsibilities in relation to the control of spread of communicable disease and food poisoning.

In March 2022, the FSA published the following National Enforcement Priorities for animal feed enforcement services, which officers will have regard to:

- Verification of effective implementation and maintenance of feed safety management systems.
- Verification of effective implementation and maintenance of feed safety management systems at businesses supplying former foodstuffs or co-products.
- Effective monitoring of feed on farms
  - Examination of former foodstuffs / co-products being used for feed on farms
  - On-farm record keeping requirements and documented procedures.
- Effective monitoring of storage arrangements at feed premises.
- Verification of the accuracy of feed labelling.
- Effective monitoring of consignments of feed originating from non-EU countries, at points of entry.

## SECTION 2: BACKGROUND

### 2.1 Profile of the Local Authority

Ceredigion County Council was formed in April 1996 because of Local Government Reorganisation.

Population	71,468	
Area	1795 km <sup>2</sup>	(179500 hectares)
Population (18+)	60,028	(84.0%)
Population (aged 60+)	23,525	(32.9%)
Population (aged 65-74)	9,942	(13.9%)
Population (aged 75 plus)	8,443	(11.8%)
	Source: Office of National Statistics 2021	

Ceredigion is one of the largest rural counties in Wales. Whilst agriculture has traditionally been the main industry in the area, the effects of the decline in farming and the general pressures being faced by this sector have had serious consequences for the local economy. In recent times, the importance of the area as a tourist destination has increased with large numbers of visitors enjoying the many and varied attractions that are available. The stunning coastline, superb countryside and excellent hospitality are the magnet that draws people back to the region.

### 2.2 Organisational Structure

Ceredigion County Council is responsible for ensuring that its business is conducted in accordance with the law and proper standards, and that public money is safeguarded and properly accounted for, and used economically, efficiently and effectively.

In discharging this overall responsibility, the Authority is responsible for putting in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, and which includes the arrangements for the management of risk.

The Authority has approved a Constitution which sets out how the Council operates, how decisions are made and the procedures which are followed to ensure that these are efficient, transparent and accountable to local people. A copy of the Council's Constitution is available at: <https://www.ceredigion.gov.uk/your-council/about-the-council/the-councils-constitution/>

Part 3.5 of the Constitution ("Scheme of Delegation to Officer") of the Council's Constitution, which was approved on 22 March 2018, sets out the scheme of delegation to officers. This scheme delegates certain functions of the Council and Cabinet to officers.

Ceredigion County Council, at its meeting on 9 January 2002, agreed to form a Cabinet Structure as part of its modernising government process. The proposal was in

response to the Local Government Act 2000 which outlined the way in which Councils will replace their traditional committee structures.

The Cabinet Member currently responsible for Public Protection Portfolio is Councillor Matthew Vaux.

The Council's Management Structure is set out in Appendix 1.

The Corporate Lead Officer for Policy, Performance and Public Protection (Alun Williams) is responsible for the management and leadership of Public Protection services, which includes the food and feed service.

Food law enforcement is a shared function carried out by officers of the Environmental Health and Trading Standards teams, collectively recognised within the Authority as "Public Protection". Both services work collaboratively and strive to ensure that all food and drink intended for human consumption which is produced, prepared, stored, distributed, handled or consumed within the County is without risk to the health and safety of the consumer and conforms with recognised quality standards.

The Corporate Manager for Public Protection (Carwen Evans) has the operational management of the food and feed service (which includes Food Hygiene, Food Standards, Animal Feed and Communicable Disease Control). The Corporate Manager is also responsible for management of the Health and Safety, Animal Health, Environmental Protection, Trading Standards, Licensing and Community Wardening areas of Public Protection.

The officers that deliver the food and feed service within Ceredigion County Council are organised as outlined in the structure diagram in Appendix 2. For a detailed breakdown of how these posts equate in terms of "full time equivalent" posts, refer to the Resource Section below.

### **2.3 Scope of the Food and Feed Service**

Food law enforcement is a shared function carried out by officers of the Public Protection Service, namely Environmental Health and Trading Standards Teams. The roles/responsibilities are split as follows:

- Environmental Health - Food Safety, Hygiene, Standards and Feed
- Trading Standards - Food Standards and Feed.

In recent years, the Service has focused on increasing its food standards enforcement resources by investing in food standards training for hygiene and safety competent officers as well as undertake a peer development programme. This in-house programme has enabled the Service to use existing food standards competent officers to develop, support and mentor existing hygiene and safety competent officers to transition them to undertake food standards enforcement as well. This has resulted in environmental health food competent officers now being able to conduct dual hygiene and standards inspections.

Feed law enforcement is a shared function carried out by various officers of the Public Protection Service. The Officers of the Public Protection Service divide their time across a number of disciplines of Public Protection including Trading Standards, Animal Health and Food Hygiene.

The Food and Feed Service is managed by the Corporate Manager for Public Protection. The Service now operates on a hybrid basis, which means that nearly all staff work from home rather than office-based. However, Ceredigion County Council have retained offices at the following addresses:

Aberystwyth Area Office Canolfan Rheidol Rhodfa Padarn Llanbadarn Fawr Aberystwyth Ceredigion SY23 3UE	County Hall, Stryd y Farchnad, Aberaeron, Ceredigion SA46 0AT.	Cardigan Area Office Morgan Street Cardigan Ceredigion SA43 1DF
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Officers are contactable during normal office hours, from 8.45a.m. to 5.00p.m. Monday to Thursday, 8:45 to 4.30p.m. on Friday. Whilst the Food Service does not provide an emergency out of hours service, officers will respond to requests if they are able. Contact is via the Council's Emergency Standby Officer Tel: (North) 01970 625277 (South) 01239 851604.

The competencies of officers carrying out enforcement activities are based on qualifications, training and experience. These are reviewed as part of the internal annual appraisal process, and whenever new legislation is introduced. Authorisations of officers follow the Corporate delegation scheme as detailed above and the Authorisation of Officer procedure.

### Lead Officers

The officers taking the lead in the enforcement of this legislation are as follows: The Environmental Health Manager (Heddwyn Evans) is the appointed Lead Officer for Food Hygiene and Safety and Anne-Louise Davies, Trading Standards and Licensing Manager is the Lead Officer for Food Standards and the Lead Officer for Feed.

The following functions are undertaken by the Food and Feed Service:

- Food premises registration
- Approval of premises covered by product specific legislation.
- Undertake a programme of food hygiene and standards interventions and re-visits.
- Undertake a programme of feed hygiene interventions and re-visits.

- Enforcement activities such as written warning, formal notices and closures, simple cautions and prosecutions in line with the Corporate Enforcement Policy.
- To implement the Food Hygiene Rating Scheme for food businesses.
- Food and feed sampling (for microbiological quality, composition, authenticity and nutrition).
- Investigation of complaints concerning the hygiene of food premises, unfit or contaminated food.
- Investigation of complaints concerning food/feed fraud, quality, composition, authenticity and nutrition of food/feed.
- Investigate suspected and confirmed cases of communicable disease including food poisoning in liaison with the Consultant in Communicable Disease Control (CCDC).
- Respond to Food Standards Agency Food /Feed Incidents and Alerts as appropriate.
- Examine and respond to planning and licensing applications in relation to food premises where appropriate.
- Voluntary surrender of foods.
- Provide and review systems and procedures in line with FSA Framework Agreement.
- Imported food/feed control.
- Food hygiene at primary production premises is undertaken by officers who conduct food hygiene duties.

### Provision of Specialist Services

The following analysts and examiners have been appointed, and have been authorised in accordance with the Authority's procedures.

Public Analyst (also appointed as Agricultural Analyst)	Public Analyst Scientific Services Ltd i54 Business Park Valiant Way Wolverhampton WV9 5GB Contact: Michelle Evans Direct Dial: 01902 627 241
Food Examiner	National Public Health Service for Wales West Wales General Hospital Glangwili Carmarthen SA31 2AF Contact: Gary Williams Direct Dial: 01267 237271

## **2.4 Demands on the Food and Feed Service**

The demands on the food and feed service varies from year to year as premises open and close.

### **Food Hygiene and Standards**

Interventions are chosen and programmed at a frequency dependent upon the risk that they pose to food safety and food standards. A breakdown of the establishments profiles that are located within Ceredigion, is provided below.

The number of food premises<sup>1</sup> contained in each category was as follows:

<b>Type of Premises</b>	<b>No. of Premises</b>
Caring premises	86
Distributors/Transporters	17
Hotel/Guest house	82
Importers/Exporters	1
Manufacturers And Packers	121
Mobile food unit	46
Primary Producers	20
Pub/Club	86
Restaurant/Cafe/Canteen	252
Restaurants and caterers - other	139
Retailer - other	59
School/College	59
Small retailer	165
Supermarket/Hypermarket	13
Take-away	64
<b>Total</b>	<b>1210</b>

The number of premises approved under Regulation EC No. 853/2004 is as follows:

Dairy Products	14
Fishery Products	3
Meat	1
Other	1
<b>TOTAL</b>	<b>19</b>

There are 1210 registered food businesses in Ceredigion. Provisions for registration are contained within the Food Hygiene (Wales) Regulations 2006 which came into effect on 11/1/2006. These Regulations provide that most food businesses (except those covered by EC853/2004) must comply with the requirements of the community provisions contained in EC 852/2004.

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<sup>1</sup> As at 31/08/2023

A wide variety of food manufacturing businesses operate within the County producing high risk products. These range from small, family run cheese manufacturing business through to multi-national companies producing high volumes of products for national and international distribution. The Public Protection teams have forged good links with trade bodies, other Local Authorities and specialist organisations e.g. the Specialist Cheesemakers Association to ensure that there is adequate appropriate expertise to enable competent inspection of any specialised processes.

Some of these businesses export products on a world-wide basis and outside the EU require specific Export Certificates to facilitate the sale of these products to these countries. The Section is authorised to issue these Export Certificates.

### Feed Hygiene

The service is responsible for the enforcement of animal feed legislation controlling feed quality, safety, hygiene, labelling and traceability throughout the feed chain, including importation, manufacturing, and primary production (feeding of farmed livestock and growing crops). These controls help ensure the safety of the feed and food chain. Historically, most major animal disease outbreaks such as BSE and Foot and Mouth have been linked to animal feed. Likewise, major food incidents such as dioxins in pork have been linked to contaminated animal feed.

As of 1 April 2023, there were 1380 feed businesses subject to regulatory controls in Ceredigion. The profile of these businesses is set out below:

<b>Feed Establishments – 1 April 2023</b>	
<b>Establishment Type</b>	<b>Number</b>
Manufacturer (A01-08 and R01-R04 & R07)	3
Co-product producer (R12)	2
Mobile mixer (R04)	0
Importers	0
Stores (R09)	1
Distributors (A01-08, R01-03 & R05)	11
Transporters (R08)	4
On farm mixer (R10 & R11)	69
Pet food manufacturer (R06)	1
Supplier of surplus food (R07)	11
Livestock farms (R13)	1,262
Arable farms (R14)	16
<b>Total</b>	<b>1380</b>

### **2.6 Regulation Policy**

Fair and effective enforcement is essential to protect the economic, environmental, and social interests of the public and business. Decisions about enforcement action, and in particular the decision to prosecute, can have serious implications for food businesses and individuals. Ceredigion's Public Protection service will enforce food

and feed legislation, in a proportionate manner, in accordance with the principles of 'Better Regulation' set out in the Regulators' Code.

The Regulators' Code (which came into statutory effect on 6 April 2014 under the Legislative and Regulatory Reform Act 2006) provides a clear, flexible and principles-based framework for how regulators should engage with those they regulate. The main provisions of the Regulators' Code are:

- Regulators should carry out their activities in a way that supports those they regulate to comply and grow.
- Regulators should provide simple and straightforward ways to engage with those they regulate and hear their views.
- Regulators should base their regulatory activities on risk.
- Regulators should share information about compliance and risk.
- Regulators should ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply.
- Regulators should ensure that their approach to their regulatory activities is transparent.

These principles and the Council's approach to enforcement of food and feed law are set out in the Ceredigion County Council's Corporate Enforcement Policy. All enforcement action will be taken having regard to the Corporate Enforcement Policy. The policy was adopted by Council in 2018 and is currently being reviewed. Interested parties, such as the Food Standards Agency, will be asked to provide comments on the revised policy during the consultation process. The Enforcement Policy is supported by formal procedures relating to inspection, sampling, complaint handling and enforcement.

Due regard must also be had of the Food Law Code of Practice (Wales) 2014 and the Feed Law Code of Practice (Wales) 2014 which requires local food and feed authorities to have due regard to their contents in the execution and enforcement of food and feed legislation.

## **SECTION 3: SERVICE DELIVERY**

### **3.1 Interventions at Food and Feed Establishments**

#### Food

Food hygiene and standards inspections are carried out in accordance with the adopted policy which is contained in the Regulatory Information And Management System (RIAMS) and the Food Law Code of Practice (Wales) 2021.

The service will make the necessary arrangements to inspect, approve, register and licence relevant premises in accordance with the relevant legislation, Food Safety Act, the Code of Practice and centrally issued guidance.



Assessments of compliance of premises and systems in Ceredigion to the legally prescribed standards shall be undertaken. In assessing compliance, due consideration will be given to any relevant Industry Guides to Good Hygiene Practice and regard will be had to any other relevant centrally issued guidance. Appropriate and proportionate action will be taken in connection with any non-compliance found, in accordance with the Corporate Enforcement Policy having due regard to the circumstances of each case.

All registered and approved food premises in the County are risk rated following an intervention to determine the planned food hygiene intervention frequency using the risk assessment criteria found in Annex 5 of the Food Law Code of Practice (Wales).

The Authority undertakes an annual alternative enforcement strategy to regulate “low-risk” establishments, where the inherent hazards presented by the food business are not significant by virtue of their trading activities or the number of consumers they supply.

#### Food Hygiene inspection commitment

Food Hygiene inspection commitment for 2023 - 2024			
Risk Category	No. of premises	No. of inspections	Other enforcement strategies
A	8	16*	
B	68	68	
C	168	168	
D	72	72	
E	174 (258)		174 (258)
<b>TOTAL</b>	<b>316</b>	<b>324</b>	
* Subject to premises being re-rated as an A in the first intervention			

During the year, 100% of the inspections scheduled for risk categories A-D will be carried out. In addition, 100% of the premises rated as Category E will be subject to an alternative enforcement survey. Risk categories may be changed if food handling activities change, consumer complaints are received, other non-compliance is identified or any other reason becoming apparent which affect the risk rating of the premises.

The total number of programmed food hygiene inspections of high-risk premises targeted to be carried out during 2023/2024 is 252.

The Authority also undertakes non-programmed inspections to non-broadly compliant food businesses to ensure that contraventions of food law identified in the previous visit have been addressed in a timely manner. Food businesses are also entitled to apply for a Food Safety re-inspection under the National Food Hygiene Rating Scheme. As the nature of these requests is unpredictable, the predicted burden on the service for 23-24 has been calculated by multiplying the number of requests received in the first 6 months of 2023 by 2, as shown in the table below:

Revisits to non- broadly compliant premises (2023-24)	80
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Requests for re-inspection under the FHRs (2023-24)	50
<b>TOTAL</b>	130

Officers undertaking food hygiene and safety statutory duties are duly authorised in accordance with their qualifications and experience to enforce provisions relating to food safety, health and safety and communicable disease control.

### Food Standards Interventions

Food standards interventions are carried out to ensure that food meets the requirements of food standards law, including correct presentation, composition, labelling and advertising, so as not to mislead consumers.

Food Standards interventions are carried out by officers from both the Environmental Health and the Trading Standards teams. All high-risk premises (category A) will receive a full inspection and medium risk premises will receive a full inspection where possible. Low risk premises will be subject to alternative strategies, which may include trade audits, self-assessment questionnaires or visits by other officers.

Officers undertaking food standards statutory duties are duly authorised in accordance with their qualifications, experience and competence in accordance with the Food Law Code of Practice (Wales) and Food Law Practice Guidance (Wales).

The food standards planned intervention/inspection programme is set up in a similar vein to that of the food hygiene programme. Every year there is a natural fluctuation in the number of premises due to some closing down and new businesses setting up.

Table A below shows the food standards minimum intervention frequencies for food premises which range from a yearly interval to every 5 years and the intervention plan for 2023/24.

Table A

Premises Rating Category	Minimum Intervention Frequency	Number of premises due an intervention
A	At least every 12 months	10
B	At least every 24 months	219
C	Alternative enforcement strategy or intervention every 5 years	291
Unrated* (*at 1 <sup>st</sup> April 2023)	-	363

Total planned food standards interventions due in 2023/24		
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### Initial inspection of new food establishments

It is estimated that approximately 10-12 new businesses start trading in Ceredigion each month. New food establishments that come to the attention of the Food Authority for the first time must be subject to an initial inspection from a food hygiene and food standards perspective within 28 days of registering with the Authority. For new businesses, an initial desktop assessment is conducted to consider the registration information and any intelligence to ascertain the potential risk rating of the food business to prioritise initial visits and target our resources most efficiently. During an initial inspection, the intervention rating(s) for the establishment must be ascertained which subsequently determines the frequency at which the premises are inspected for each discipline. During the Food Hygiene inspection the premises will be rated under the FHRS.

Table 2 below shows the average number of new food businesses registering with the Authority each month. It also shows the backlog of new business inspections required for food hygiene and food standards.

**Table 2: Number of new businesses due for inspection August 2023**

<b>Food hygiene</b>	<b>Food standards</b>
Approx. 10-12 new businesses registered every month	Approx. 10-12 new businesses registered every month
Backlog of 155 premises awaiting inspection	Backlog of 328 premises awaiting inspection

### Feed Inspections

Funding was removed from the local authority Revenue Support Grant in 2015 and is now managed by the FSA to fund regional delivery of feed official controls in Wales. The FSA adopts a risk-based approach to determine the number and nature of interventions to be delivered by each local authority and pays directly on delivery.

In accordance with the Feed Law Code of Practice (Wales) 2014, the feed inspection programme must include all types of feed business establishments in the authority's area.

When feed businesses demonstrate, during a risk-rated inspection, to be broadly compliant by demonstrating a high standard of feed safety, and taking appropriate steps to comply with the law, these standards are recognised when determining the frequency of future inspections, and therefore qualify for 'Earned Recognition'. Businesses can also earn recognition by demonstrating at the time of inspection to be broadly compliant and being a compliant member of an approved industry assurance

scheme, such as ‘Red Tractor’ or an Agricultural Industries Confederation (AIC) member, or Farm Assured Welsh Livestock (FAWL) scheme.

“Earned recognition” does not mean that the feed business is excluded entirely from the inspection programme - it reduces the frequency at which inspections are carried out, taking into account compliance history, risk and or individual steps a business takes to ensure compliance. Feed business operators that qualify for earned recognition by being compliant members of an approved assurance scheme receive the lowest frequencies of inspections.

Feed business establishments which belong to an approved assurance scheme but which are found not to have satisfactory levels of compliance during a planned inspection will have their risk-rating increased accordingly unless the non-compliances identified are minor and can be rectified immediately or within a reasonable timescale of being identified.

If a feed business which is a member of an approved assurance scheme is no longer achieving satisfactory levels of compliance, it will lose its earned recognition status and the business must be informed of this.

If the Feed Authority decides to remove earned recognition from a feed business that is a member of an approved assurance scheme then the FSA must be informed.

In 2023/24, 740 of the 1346 feed businesses in the authority area are members of an approved assurance scheme recognised by the FSA.

### Earned Recognition and Alternative Enforcement Strategies on Feed Establishments

The following table indicates the expected effect of the intervention risk-rating scheme on various types of establishments and indicates whether earned recognition through an approved assurance scheme or AES can be considered.

Business Description	Potential Approval/Registration Codes Applicable to the Business for illustrative purposes only	Poor Compliance Frequency of inspections Years	Varying Compliance Frequency of inspections Years	Satisfactory Compliance Frequency of inspections Years	Broad Compliance or better Frequency of inspections Years / AES	Earned Recognition for Members of Approved Assurance Schemes  Frequency of inspections years / % annual inspection sample
Arable Farm	R14	3	4	5	AES	2%
Co-Product Producer	R12	1	1	2	4	5
Distributor	All approved codes plus R1,R2,R3,R5,R7	2	4	5	AES	2%
Importer	Not applicable					
Livestock Farms	R13	3	4	5	AES	2%

Business Description	Potential Approval/Registration Codes Applicable to the Business for illustrative purposes only	Poor Compliance Frequency of inspections Years	Varying Compliance Frequency of inspections Years	Satisfactory Compliance Frequency of inspections Years	Broad Compliance or better Frequency of inspections Years / AES	Earned Recognition for Members of Approved Assurance Schemes Frequency of inspections years / % annual inspection sample
Manufacturer of additives or of feed using additives	All Approved Codes plus R1, R2, R3 to R4 and R6	1	1	2	3	4
Mobile Mixer	R4	1	1	2	4	5
On-Farm Mixer	R10 or R11	2	4	5	AES	2%
Stores	R9	2	3	5	AES	2%
Supplier of Surplus Food	R7	2	4	5	AES	2%
Transporter	R8	2	4	5	AES	2%

The following feed interventions have been agreed for 2023/24 in Ceredigion

Premises Category	No. of premises due an intervention
Manufacturer (A01-08 and R01-R04 & R07)	2
Co-product producer (R12)	0
Mobile Mixer (R04)	0
Importers	0
Stores (R09)	1
Distributors (A01-08, R01-03 & R05)	7
Transporter (R08)	0
On Farm Mixer (R10 Annex II)	0
On Farm Mixer (R11)	4
Pet Food Manufacturer (R06)	0
Supplier of feed materials/Surplus food (R07)	3
Livestock Farms (R13)	169
Arable Farms (R14)	2
<b>Total</b>	<b>188</b>

### 3.2 Food and Feed Complaints

Policies with respect to the investigation of food and feed complaints are in place and will be adhered to at all times by investigating officers. Officers follow the procedures described in the online document management system RIAMS (Regulators Information and Management System) as well as having regard to the Corporate Enforcement Policy, Compliance and Enforcement Policy: Food Law Enforcement, the Food Law Code of Practice (Wales) 2021, Feed Law Code of Practice (Wales) 2014, and the Feed Law Practice Guidance (Wales) 2016.

Consumer complaints concerning animal feed, food standards, composition, labelling and chemical adulteration are dealt with or led by the Trading Standards Team.

Consumer complaints relating to the fitness of food for human consumption, the presence of extraneous matter in food or the microbiological contamination/quality of food are dealt with by the Environmental Health Team. The team also deals with complaints relating to hygiene matters (premises, practices, personnel) in food businesses.

The performance indicator for first response to complaints received by the Food Service in relation to food matters is based on risk. Any complaint of a high risk nature (for example, pest infestation or food poisoning) is 1 day. Whereas medium and low risk are undertaken by the professional judgement of the Lead Food Officer. A medium risk food matter is usually within 10 days, whereas other low risk complaints maybe picked up in the next food hygiene inspection.

All complaints are recorded on the Tascomi database. In 2022/23, 644 food safety service requests were received, compared to 562 in 2019-2020 in the pre-pandemic period.

There is a clear increase in food safety and hygiene service request demand on the service based on the numbers of enquiries received, and it is unclear whether this may be related to the pandemic and/or cost of living crisis affecting food businesses. We expect to be able to process these complaints with the available staff resource however it is an aspect of the service that will be monitored closely.

There has also been an increase in demand for same day food export health certificates, or otherwise an increase in urgent requests. The service is introducing a same-day service to meet this demand, that will attract a fee representing the additional work involved.

### **3.3 Home Authority Principle and Primary Authority Scheme**

#### The Home Authority Principle

Ceredigion County Council is fully supportive of the Home Authority Principle. Public Protection Services welcomes the opportunity of acting as the Home and/or Originating Authority for the food manufacturing businesses that are based or operate in the County. Whilst some of the food manufacturers distribute their produce outside of the County, they are single premises business with no additional units or sites. Consequently, the Service acts in an informal capacity as the Home Authority for these enterprises.

#### The Primary Authority Scheme

The Authority is fully supportive of the Primary Authority scheme. The Authority does not currently act as Primary Authority for any food businesses operating in the Authority area, however the Service is committed to following any guidance or

inspection plans issued by the Primary Authority for businesses engaged in the partnership that trade in the Authority area.

### **3.4 Advice to Business**

Due to budgetary constraints, Public Protection Services no longer respond to requests for service which are solely requests for advice and guidance by direct officer contact with the service user. The only exception to this is the advice that is given to premises seeking approval as a food manufacturer. This process occupies a significant proportion of officer time and should be considered when looking at the overall burden on the service.

Call centre staff are trained to support businesses by signposting callers to relevant literature available from Ceredigion County Council's Food Safety and Trading Standards webpages and the Food Standards Agency's webpages and downloadable resources.

### **3.5 Food and Feed Sampling**

Sampling programmes have been developed and implemented to:

- assess the microbiological quality of food and feed produced and offered for sale,
- determine the compositional standards and descriptive integrity of food and feed.

#### Food Hygiene sampling

The Authority is committed to contribute towards the specific sampling surveys produced by the Wales Food Microbiological Forum (WFMF). In 2022 – 2023 the Food Service will participate in all published WFMF surveys.

The specific WFMF surveys target national concerns or trends that may introduce food safety issues. The current ones are: -

- Ready to Eat Salads (mixed salads or individual ingredients, with or without dressings including coleslaws etc and cheese)

The service will continue to sample food from premises that have exhibited poor practices during inspections. The approved premises are also sampled periodically in order to ensure the food manufactured meets safe standards.

#### Food Standards sampling

Food standards samples are taken to ensure that food complies with the relevant legislation as regards composition, quality, adulteration, misleading claims and general labelling issues.

The Service has a limited budget for food standards sampling. Priorities are identified having regard to local and national intelligence, risks to consumers in terms of safety or economic loss, and emerging risks and priorities identified by local and national intelligence. Ceredigion will continue to support any regional/national sampling activities co-ordinated by the FSA.

For 2023/24, the food sampling programme is as follows:

- Allergen safety survey (September 2023 – March 2024): 10 samples will be taken to test for the presence of egg and peanuts in meals ordered from takeaway establishments.
- Heavy metals in eggs survey (September – March): 10 samples will be taken to test for the presence (and levels) of heavy metals such as lead, in eggs sold over the farm gate.

### Feed Sampling

Local authority funding for feed sampling is allocated by the FSA. Sampling is focused at ports of entry therefore there are no plans to sample animal feed in Ceredigion during 2023/24. However, the Service will carry out reactive samples based on any developing intelligence that it receives during the year, and/or participate in any regional sampling project/surveys coordinated by the FSA .

## **3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease**

During 2022-23 the Commercial Services Section received 241 notifications of confirmed cases of communicable disease. This is a significant increase on the pre-pandemic numbers of communicable diseases reported.

Currently the staff from the Public Protection team are supported by staff of the Health Protection Hell (HPC) who carry out the majority of the initial investigations that follow a notification of a case of communicable disease made to the Authority.

Officers from the HPC and PP work closely with colleagues in Public Health Wales to quickly identify and screen persons suffering from communicable disease to prevent the spread of infection to the community.

The policies, procedures and protocols relating to the Control and Investigation of Communicable Disease outbreaks are contained within the Policy Manual for Communicable Disease Control which is held electronically on the RIAMS document management system.

Cover outside of normal office hours is provided on a goodwill basis dependent on officer availability.

## **3.7 Food & Feed Safety Incidents**



All members of the Public Protection Services enforcing food and feed law receive FSA 'Food Alerts' and 'Feed Alerts' via the RIAMS document management system. All Officers are supplied with mobile devices which receive emails 24 hrs a day and 7 days a week.

The Corporate Manager will decide upon the response to be taken by the service in respects to any notifications received, depending on their nature.

Designated Officers will liaise with the Corporate Lead Officer in the absence the Corporate Manager. There is an expectation that personnel will be made available to respond on a 24 hr/day, 7 day/week basis. No formal arrangements have been adopted and the service is presently provided on a goodwill basis dependent on officer availability.

Food Alert procedures are undertaken in accordance with the Food Law Code of Practice (Wales) 2014 and Food Law Practice Guidance (Wales) 2012.

Feed Alert procedures are undertaken in accordance with the Feed Law Code of Practice (Wales) 2014 and Feed Law Practice Guidance (Wales) 2016.

### **3.8 Liaison with Other Organisations**

The Authority is committed to ensuring effective liaison with other relevant organisations to secure consistency in enforcement approach in Ceredigion. Formal and informal liaison arrangements have been established with:-

- Food Standards Agency Wales and the Food Standards Agency
- Public Health Wales, Public Analyst, CIEH and CTSI
- Directors of Public Protection Wales
- The Corporate Manager for Public Protection or nominated representative, will attend all meetings of the Wales Heads of Environmental Health (WWhoEG) Food Safety Expert Panel.
- The Corporate Manager for Public Protection or nominated representative, will attend all meetings of the Wales Heads of Environmental Health (WWhoEG) Communicable Disease Expert Panel.
- The Corporate Manager or nominated representative, will attend all meetings of the South West Wales Food Hygiene Rating Scheme Steering Group.
- The Public Protection Team is represented on the South Wales Shellfish Liaison Group.
- The Public Protection Team is represented on the South Wales Communicable Disease Task Group.
- The Public Protection Team is represented on the Welsh Food Microbiological Forum.

Corporate management responsibility for the Licensing Service rests with the Corporate Manager for Public Protection, with the Trading Standards and Licensing Manager responsible for its day-to-day operational management. Consultation arrangements are in place with respects to applications for Temporary Event Notices, late night refreshment licences, liquor licences, etc. under the Licensing Act 2003.

A procedure has been introduced regarding the response of the Public Protection Team to applications for planning consent.

In response to the Covid-19 Pandemic, Ceredigion County Council set up an Activities and Events Group. This liaison group, consisting of colleagues from a wide range of Council services, including Public Protection, Economic & Community Development Services, Corporate Health & Safety, Highways & Environmental Services, etc., meet several times a year to discuss and consider issues associated with various events held across the county, ranging from farmers markets, festivals, rally events, etc., which involve the local authority.

## SECTION 4: RESOURCES

### 4.1 Financial Allocation

The budget allocation for the Public Protection service is £1,265,576

Based on the estimated staffing allocation (FTE) to the delivery of the food programme (covering both hygiene and standards), the staffing costs for delivering this service is £246,059. The Public Protection team covers all areas of Trading Standards, Licensing Environmental Health (other than Housing), and Animal Health therefore the allocation can change based on shifting public health priorities.

### 4.2 Staffing Allocation

#### Food Hygiene

Officers from Public Protection divide their time across a number of disciplines of Public Protection including Food Hygiene, Trading Standards, Health & Safety, Infectious Diseases, Environmental Protection, Public Health, Licensing activities and Animal Health.

The amount of time spent by each officer in each discipline is dictated by Officer qualification, experience, and authorisation in each specific field, as well as direction from the Corporate Manager.

There are currently 9 Officers who are food hygiene competent that equates to a FTE of 3.9. There are currently 9 Officers who are food standards competent that equates to a FTE of 1.16. Of those, 7 Officers are authorised to conduct dual hygiene and standards inspections.

In order to calculate the demand on the service to deliver the inspections required at the correct frequency, a time recording exercise was previously undertaken. These figures were reviewed and revised in 2023. The values recorded for inspections undertaken at premises were calculated across all risk categories, allowing the time burden associated with delivering our statutory obligations for the 2023-24 financial year to be predicted.

It has been calculated that 664 officer days are required to complete the food hygiene and food standards inspection programme in 2023-24.

Following up food hygiene and food standards service requests, delivering an alternative enforcement scheme and providing export certificates to food exporters based within the County carries an additional burden of 229 officer days. This means that the resource required to deliver the food hygiene and food standards service totals 893 officer days. This report indicates that only 814 officer days are available to complete the work, giving a deficit of 79 officer days.

However, an extra £20,000 has been allocated to the service for this financial year to address the deficit. This has resulted in procuring the services of a specialist contractor to undertake the required inspections. The contractor's services will contribute the equivalent of 86 officer days, based on the inspection of an average Category C premises for combined food hygiene and food standards. This contribution means that the service should be 7.2 officer days in surplus at the end of the financial year.

The 7.2 officer days surplus will be a small contribution to providing a level of service resilience which would enable a response to non-planned work activities e.g. a major communicable disease outbreak investigation. With so little surplus, in such circumstances, the ability of the team to complete the inspection programme may still be compromised.

### Animal Feed Hygiene

Officers from within the various Public Protection teams who conduct animal feed hygiene duties divide their time across a number of other disciplines including food hygiene, trading standards, animal health, infectious diseases, environmental protection.

The Service has 1.2 full-time equivalent (FTE) resource allocated to deliver the FSA's annual regional feed inspection programme. There are currently 2 officers who are fully authorised and competent to undertake feed hygiene official controls; this equates to a full time equivalent of 0.25 full-time equivalent (FTE), and 10 officers to undertake alternative enforcement activities and/or low-risk inspections, mainly at livestock farms that do not mix e.g., R13 premises; this equates to 0.95FTE. However, due to staff absences e.g., maternity leave, and training and development of new staff, only 0.85FTE is currently available in 2023/24 to deliver the programme this year.

Since 2015, animal feed enforcement duties are funded directly via the FSA. The FSA adopts a risk-based approach to determine the number and nature of interventions to be delivered by each local authority and pays directly on delivery.

The Authority receives funding from the FSA for each feed inspection it carries out as part of the regional feed hygiene inspection programme. It should be noted however, that in the event of a major feed incident or investigation, the FSA expects the Authority to fund itself.

Funding for the annual inspections consists of quarterly payments from the FSA following receipt of quarterly returns and invoices for inspections undertaken. To receive funding, the Service signs a Memorandum of Understanding (MoU) each year between the FSA and three of our neighbouring feed authorities, namely Powys, Pembrokeshire and Carmarthenshire to deliver the feed inspection programme for the Mid and West Wales region.

For 2023/24, 188 feed inspections have been allocated to Ceredigion to complete as part of this year programme. Based on last year's funding rates, this year's inspection programme will provide approximately £29,121.

## **4.3 Staff Development Plan**

### Food Law Training Requirements

All authorised food officers require a minimum of 20 hours relevant on-going training to ensure they remain competent in carrying out the activities they are authorised to undertake. In accordance with the Food Law Code of Practice (Wales) (July 2021), the training requirement is as follows:

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

### Feed Law Training Requirements

All authorised feed officers require relevant on-going training to ensure they remain competent in carrying out the activities they are authorised to undertake. In accordance with the Feed Law Code of Practice (Oct 2014), a minimum of 10 hours per year based on the principles of continuing professional development is required to ensure they remain competent.

All staff, as part of the Corporate Annual Appraisal scheme, have an annual training needs assessment with their line managers taking into account the requirements of the relevant Codes of Practice. This assessment is designed to fill any identified gaps in their knowledge or skills for the role they are likely to fill over the coming year and also to encourage staff to think ahead and consider what they need to do to prepare themselves for future roles and possible career advancement.

The pandemic has accelerated a development in the market of remote methods of learning. The service can now take advantage of remote courses over Teams, and in addition subscribes to an online training package where officers can fulfil training flexibly in their own time.

The Food Safety Expert Panel and the Trading Standards Wales provide a list of officer training requirements to the FSA on an annual basis. The Authority contributes to this process. Due to a nation wide shortage of appropriately training Public Protection (to include Trading Standards and Environmental Health Officers), there is a scheme being proposed to offer apprenticeship schemes to train new staff.

Staff development takes place by virtue of formal training arranged via external courses, using online training courses (certified) or provided within the Department and by staff continuing to enforce and administer the legislation.

## **SECTION 5: QUALITY ASSESSMENT**

### **5.1 Quality Assessment and Internal Monitoring**

Ceredigion County Council recognises the need to measure the effectiveness of its food safety duties. The Service therefore carries out a number of activities to ensure that work is carried out in a consistent manner and opportunities to identify and implement improvements are taken.

To ensure the quality and consistency of our activities and in accordance with the Food Standards Agency Framework Agreement, procedures have been developed to harmonise the processes.

The monitoring of the quality of our policies and procedures is assessed in a number of ways, namely:-

- Internal audit of documented procedures and work instructions via internal audit;
- Audits/assessments undertaken by the Food Standards Agency.
- Review of corporate complaints and compliments about the service.
- Local Performance measures reported to Performance Board
- Service risk monitoring

We are committed to involving customers in the continuous improvement of services and recognise the need to have structured methods of obtaining service users views and perception of the service.

## **SECTION 6: REVIEW**

### **6.1 Review against the Service Plan**

Every year Business Plans are prepared and implemented for the Public Protection Service which include objectives and performance measures to be achieved throughout the year. The objectives and performance measures include tasks that are specific to the Food and Feed Service and those identified for 2023 –24 are as follows:

#### Task

Deliver a full food and feed law intervention programme for 2023-24 in accordance with the Food and Feed Code of Practice to discharge statutory duties.

#### Performance measures:

- The number of high risk new businesses subject to food hygiene inspection.
- The number of high risk food establishments subject to a food hygiene inspection

During the year the performance of the service is reported to a Performance Board which includes senior management of the Local Authority, Leader of the Council and the Chairs of the various Scrutiny Committees.

The Board scrutinise the performance of the service on a quarterly basis against the tasks and performance measures that have been set.

### **6.2 Identification of any Variation from the Service**

Performance review systems within the Authority enable us to recognise any shortfalls against targets during the year. Consideration is given to factors that may impact on performance/shortfalls and what remedial action may be required to resolve any issues.

Performance in relation to progress in achieving objectives set out in the Business Plan is reported to the Performance Board on a quarterly basis.

### **6.3 Areas of Improvement**

The Service has documented internal procedures and policies and routinely reviews the number of documented procedures.

Areas for improvement in the Food Service includes:

- Utilising and developing existing staff members to become food/feed competent to increase the resource capacity of the Food and Feed Service;
- Continue with reviewing, updating and amalgamating of procedures and policies;
- Continue to improve quality of data held on the database and improve reporting;
- Maintain and continually improve the quality of Food Hygiene, Food Standards and Feed interventions and the knowledge and experience of officers carrying out this work;
- Improve liaison and coordination with other authorities and agencies;
- Raise the profile of the service with customers and Members;
- Ways in which the service can better support local businesses through the provision of advice and information.

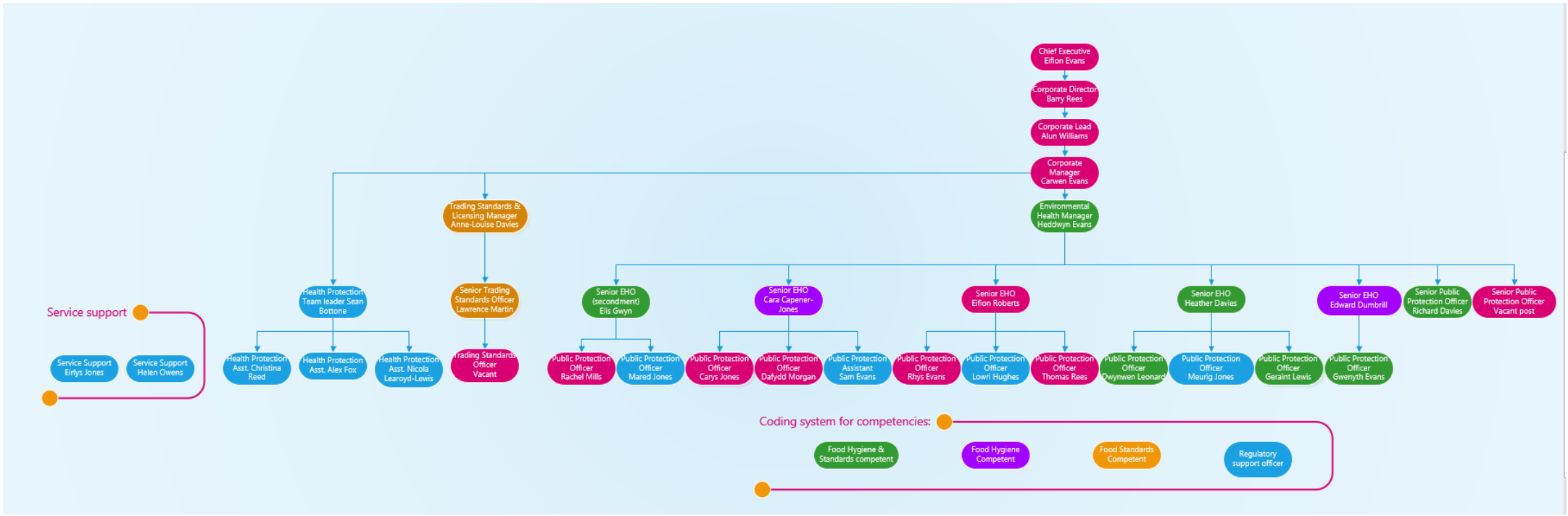


Appendix 1  
The Senior Management Structure of Ceredigion County Council

01/09/2023

CHIEF EXECUTIVE: EIFION EVANS												
CORPORATE DIRECTOR : BARRY REES						CORPORATE DIRECTOR: JAMES STARBUCK						
<ul style="list-style-type: none"> <li>To ensure the development, implementation and evaluation of corporate strategic priorities and objectives which deliver high quality, safe, efficient and effective services to the residents of Ceredigion</li> <li>To work strategically and creatively to achieve the highest possible standards of performance in Council services</li> </ul>						<ul style="list-style-type: none"> <li>To be Corporate Director and provide strategic leadership within the Council ensuring that all services comply with, and support, the Council's strategic objectives and standards.</li> <li>To deputise for the Chief Executive when required</li> <li>To provide leadership, guidance and performance management of up to six Corporate Lead Officers</li> </ul>						
CORPORATE LEAD OFFICERS (7)						CORPORATE LEAD OFFICERS (6)						
<ul style="list-style-type: none"> <li>To be Corporate Lead Officer and lead advisor to the Council for all matters relating to their specific functions as listed below</li> <li>To provide a key link with Corporate Directors and work with other Corporate Lead Officers in ensuring that strategic and corporate objectives are effectively co-ordinated and implemented across all service areas</li> </ul>						<ul style="list-style-type: none"> <li>Whilst Corporate Lead Officers have specific responsibility for the management and leadership of a portfolio of service areas, they have an overriding corporate responsibility to ensure that all service activities and actions comply with and support Council strategic objectives and standards</li> <li>To work creatively and strategically to achieve the highest possible standards of performance in Ceredigion County Council services</li> </ul>						
SCHOOLS AND LIFELONG LEARNING		LEGAL & GOVERNANCE	FINANCE & PROCUREMENT	POLICY, PERFORMANCE & PUBLIC PROTECTION	ECONOMY & REGENERATION	HIGHWAYS & ENVIRONMENTAL SERVICES	PORTH CYNNAL - SPECIALIST THROUGH AGE SERVICES	PORTH GOFAL TARGETED INTERVENTION	PORTH CYMORTH CYNNAR	PEOPLE & ORGANISATION	CUSTOMER CONTACT & ICT	DEMOCRATIC SERVICES
Elen James (Secondment)	Clive Williams (Secondment)	Elin Prysor	Duncan Hall	Alun Williams	Russell Hughes-Pickering	Rhodri Llwyd	Ricky Cooper	Donna Pritchard	Greg Jones (Secondment)	Geraint Edwards	Alan Morris	Lowri Edwards
*Chief Education Officer	Deputy Chief Education Officer	*Monitoring Officer	*Chief Finance Officer (s151 Officer)				*Statutory Director of Social Services	Deputy Director of Social Services			*SIRO *Proper Officer for Civil Registration	*Head of Democratic Services
<ul style="list-style-type: none"> <li>Post-16 education</li> <li>Attendance, inclusions &amp; behaviour support</li> <li>Pupil welfare</li> <li>Pupil Referral Units</li> <li>EOTAS</li> <li>Lifelong Learning, Skills &amp; Employment</li> <li>Cultural Services</li> <li>Catering</li> <li>Pre-school provision</li> <li>Childcare offer</li> </ul>	<ul style="list-style-type: none"> <li>School Improvement</li> <li>Attainment</li> <li>Additional Learning Needs</li> <li>Admissions and appeals</li> <li>Governors</li> <li>Sustainable Schools Programme</li> </ul>	<ul style="list-style-type: none"> <li>Legal</li> <li>Corporate Governance</li> <li>Internal Audit</li> <li>Coroners Service</li> </ul>	<ul style="list-style-type: none"> <li>Procurement, Commissioning and Payments</li> <li>Core Finance (Deputy 151)</li> <li>Service Finance (Deputy 151)</li> <li>Revenues &amp; Financial Assessment</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Partnerships, Engagement &amp; Equalities</li> <li>Complaints, Compliments &amp; FOI</li> <li>Public Protection</li> <li>Corporate Performance &amp; Research</li> <li>Refugee resettlement</li> <li>Civil contingencies &amp; Business continuity</li> </ul>	<ul style="list-style-type: none"> <li>Growth and Enterprise</li> <li>Planning</li> <li>Property</li> </ul>	<ul style="list-style-type: none"> <li>Highways Maintenance</li> <li>Highways Development</li> <li>Local Environment Services</li> <li>Transport Services</li> </ul>	<ul style="list-style-type: none"> <li>Specialist through age services including:</li> <li>Strategic Safeguarding</li> <li>Quality Assurance and Independent Review</li> <li>Mental wellbeing and substance misuse</li> <li>Planned care</li> <li>Extended support</li> </ul>	<ul style="list-style-type: none"> <li>Intake &amp; Triage Team</li> <li>Targeted intervention services</li> <li>Fostering Services</li> <li>Residential and Day Care services (*Responsible Individual)</li> <li>Integrated community equipment stores</li> <li>Emergency Duty Team</li> </ul>	<ul style="list-style-type: none"> <li>Wellbeing Centres</li> <li>Support &amp; Prevention</li> <li>Early Intervention</li> <li>Housing Services</li> </ul>	<ul style="list-style-type: none"> <li>HR Advice &amp; Admin</li> <li>Pay, Benefits &amp; Systems</li> <li>Learning &amp; Development</li> <li>Health &amp; Safety</li> <li>Employee engagement &amp; wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>ICT</li> <li>Customer Contact</li> <li>Archives &amp; Info Management</li> <li>Library Services</li> <li>Civil Registration</li> </ul>	<ul style="list-style-type: none"> <li>Democratic Services</li> <li>Welsh Language Standards</li> <li>Translation</li> <li>External Communications</li> <li>Electoral Services</li> <li>Corporate Service Support</li> <li>Project Management</li> </ul>
* denotes Statutory Roles												

Appendix 2: Operational team structure for the delivery of food law enforcement



### Appendix 3: Operational team structure for the delivery of feed law enforcement

