

Arun District Council

Environmental Health

Food Safety Service Plan

2021-22

Introduction

This service plan has been developed to meet the requirements of the Food Standards Agency document “Framework Agreement on Local Authority Law Enforcement”

Each local authority is required to develop a plan which specifies the arrangements to be put in place and operated for the enforcement of food hygiene, food standards and/or feedstuffs legislation. The Food Standards Agency regards this as important to ensure national priorities and standards are addressed and delivered locally. However, the Food Standards Agency encourages local authorities to include in their Plans any locally defined objectives, and this we have done. Each year Arun produces a Planned Risk Inspection Programme and deals with many requests for advice and investigates complaints concerning unsound food and poorly run food businesses. This Service Plan will indicate how these programs will be built upon this year, how other training and education initiatives will be progressed and on last year’s performance.

This Service Plan is important in providing a benchmark for Food Standards Agency (FSA) auditing / monitoring to determine compliance with “The Standard”. In addition to any audits carried out by the FSA, Arun will continue to participate with other Local Authorities in Sussex and Inter-Authority Audits will be conducted against the standard. Any recommendations from such audits will be actioned.

This Food Service Plan should not be seen as a stand-alone document and should be read in conjunction with Environmental Health Enforcement Policy July 2019 (as amended April 2020) and the Council’s commitment to the Enforcement Concordat. These arrangements reflect the strong support by Councillors for the maintenance and improvement of Arun’s food safety service.

ABBREVIATIONS and other information

- RO Regulatory Delivery
- CIEH Chartered Institute of Environmental Health
- COP Codes of Practice
- CCDC Consultant in Communicable Diseases Control.
- DEFRA Department for Environment, Food & Rural Affairs
- EFTs Effective Full-time equivalents.
- EHO Environmental Health Officer
- FHRS Food Hygiene Rating Scheme
- FSA Food Standards Agency
- HACCP Hazard Analysis Critical Control Points (a food risk assessment system)
- MOP Measure of performance
- EHTM Environmental Health Team Manager
- PHE Public Health England
- SEHO Senior Environmental Health Officer

1. Service Aims and Objectives

1.1 Statement of aims and objectives

Aims: To safeguard public health by ensuring that:

- All food and drink produced, imported, prepared or sold within Arun is in all respects safe and wholesome to eat.
- Food is handled, prepared and produced hygienically.
- The risks of contracting food poisoning or a food borne infection/injury are minimised and where possible eliminated.
- Operators of food businesses and their staff understand and comply with their legal obligations to protect consumers.
- Food establishments meet, as a minimum, the required legal standard in terms of structure, management and practices.
- Food businesses have access to support, advice and information in order to encourage them to be self-regulating, self-auditing and aspiring to best practice.
- Consumers are informed of food hygiene standards in businesses.
- Requests for service are dealt with to the standards required by the EH service standards and that information is made available to trade and other customers.

Key Objectives for 2021- 2022:

- To carry out food hygiene interventions in accordance with Food Standards Agency (FSA) Local Authority Recovery Plan for the period from 1 July to 2023/24 (FSA Recovery Plan) and specifically:
- To draw up a programme of interventions based on the FSA Recovery Plan. This is detailed in Appendix A and includes plans to work through the backlog of premises at a faster rate than outlined by FSA, where possible
- To secure compliance with Article 5 (HACCP/Food Safety Management System requirement) within businesses, including the use of 'Safe Food, Better Business'.
- To secure compliance with the Food Standards Agency's E.Coli O157 Control of Cross Contamination guidance
- To take account of the Primary Authority Scheme when undertaking interventions and enforcement in businesses covered by the scheme
- To provide targeted enforcement and advice
- To carry out a programme of sampling food items.
- To administer the Food Hygiene Rating System including the administration of the safeguarding measures. These include requests for revisits, for which there is a fee (currently £175), right to reply and appeals.

- To respond to complaints about suspect food, unsatisfactory conditions and unsafe practices in food businesses and where appropriate, respond in partnership with colleagues in WSCC Trading Standards and neighboring authorities to achieve a seamless service to customers.
- Continue to improve partnership working with Trading Standards including the sharing of information and reports.
- To respond to complaints about food businesses in the district and complaints about food produced in the district. [MOP: ideally within 3 working days and no later than 7 working days from receipt]
- To refer (but not investigate) complaints about food produced outside the district, to the relevant authority.
- To investigate confirmed cases of food poisoning / food-borne infection and take all necessary measures so as to control their spread and to prevent a recurrence in consultation with Public Health England. We will aim to respond immediately where matters are determined to be serious. Isolated cases of campylobacter will not be investigated unless a food business is implicated.
- To respond to 'For Action' Food Alerts received from the Food Standards Agency (MOP: 100% response to be in accordance with the Code of Practice and local procedures).
- To inspect food produced in the district to ensure it is fit for human consumption and to control and ensure the proper disposal of unfit and unsound food.
- Continue with FHRS consistency work.

1.2 Links to corporate objectives and plans

The Council's three main themes as stated in 'Your Council' are:

- Your Future: Strengthening our economy through regeneration and better infrastructure.
- Your Council Services: Serving our communities well by delivering the best services we can afford.
- If you and your family need help: Supporting those people in our district who need our help.

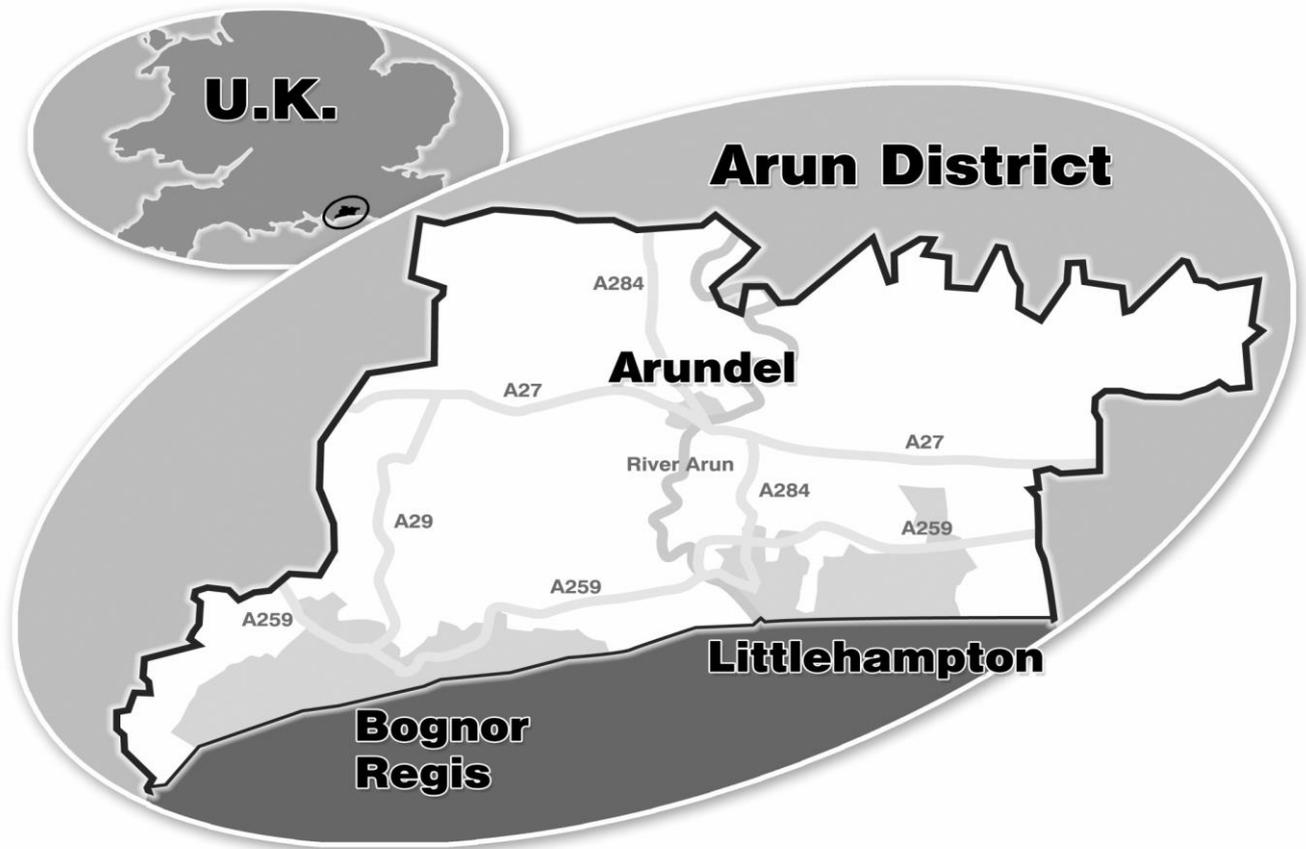
The food service contributes to these aims in the following ways:

- **Your Future:** By regulating food businesses in a proportionate and consistent manner, we help establish a level playing field for businesses, preventing legally compliant businesses from being undercut by rogue traders. The service provides education, coaching, advice and training to support food business operators allowing them to grow their business.
- **Your Council Services:** The implementation of our Environmental Health software system to improve efficiency and keep costs low and to provide a better digital service to customers.
- **If you and your family need help:** The service investigates complaints about food and food premises to protect consumers. The service helps those residents who have contracted food borne infectious diseases, providing advice on preventing its spread as well as investigating its cause in order to prevent re-occurrence.

Background

1.3 Profile of the local authority

Arun is a coastal district located in the County of West Sussex. It is named after the river Arun which flows through the district and which enters the English Channel at the seaside town of Littlehampton. Arun's coastline is just over 23 km long and the district covers an area of 218 square kilometres. Over two-thirds of the district is in agricultural use and an unusually high proportion is of Grade 1 or 2 quality. About half the district is included within the South Downs National Park.



Arun is made up of a range of diverse communities and is sometimes seen as being split east-west by the river Arun. The 'coastal strip' accommodates the great majority of the population (over 70% live within 2 km of the coastline); further inland lie a number of important communities on the coastal plain – known as the "5 Villages" area. The South Downs rise to the north of the A27 and this area includes a number of picturesque villages and hamlets, almost all of which lie within the National Park. Looking outwards, the nearest significant towns are Chichester to the west and Worthing to the east. Further afield are the cities of Portsmouth, which lies 20km to the west, and Brighton which lies a similar distance to the east.

The main towns in Arun are Arundel, Bognor Regis and Littlehampton. Arun is one of seven districts and boroughs which make up the county of West Sussex. Whilst not the largest district in terms of size, it has the largest population (149,518, Census 2011) and is the fastest growing district in the county. It is a skewed population: Arun has the fifth highest number of females to males in the county; the sixth highest proportion of people of retirement age in the country; the fourth highest proportion of people of aged 85 and over in the country. The district has become more diverse with

people from other European Union countries now making up approximately 5% of the population (2011 Census).

The Arun Community Profile provides an overall picture of a district of striking contrasts. By national standards the district of Arun as a whole is not particularly deprived, though it is relatively deprived within West Sussex. More importantly, within Arun there are large differences in deprivation and wealth which place a number of wards among the most deprived and others among the least deprived wards in England. This means that, along the coastal strip in particular, high levels of deprivation exist next to areas of comparative affluence. Four of the five most deprived wards in West Sussex and six of the least deprived wards lie within the district.

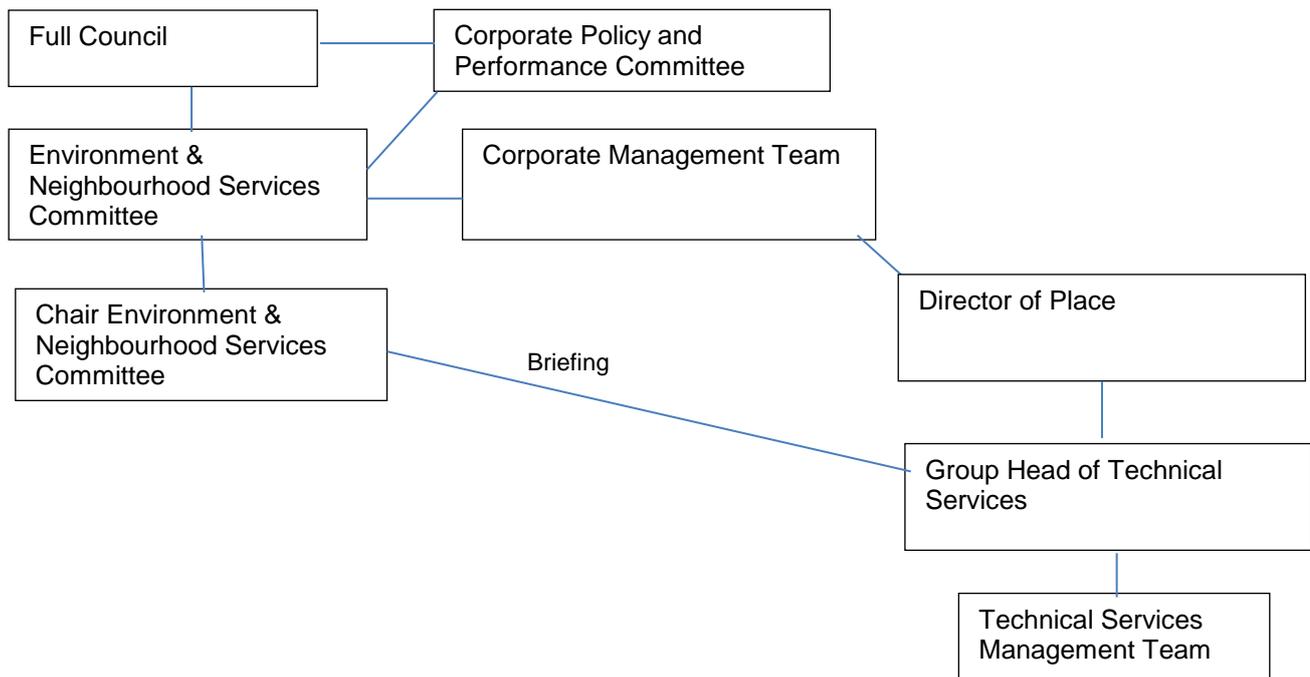
Arun has the lowest percentage of working age (i.e. 16 - 59 years) population in West Sussex. Small businesses employing fewer than 25 people predominate, though major employers within the district include Bourne Leisure (Butlins at Bognor and Haven) and The Body Shop. Amongst district/boroughs in West Sussex, Arun has the highest proportion of residents who commute outside the District to work. Key areas of employment are linked to tourism, especially hotels, holiday centres and catering. Indeed, Arun is a Visitor Destination Area, attracting 3 million day visitors and 600,000 staying visitors who spend £122 million in the district each year or the equivalent of £865 per resident. Vital to the economy, tourism is going through a period of long-term restructuring with traditional markets declining and new market opportunities getting smaller and more difficult to access. This has affected seaside towns in particular, underlying the importance of their regeneration.

The highest concentrations of young people and families with children are in the coastal towns. Social Services statistics show that Arun has the highest rate of "children in need" in West Sussex, including the highest number of contacts with Social Services, the highest rate of child protection cases and the highest rate of "looked after" children per head of child population. About a quarter of Arun children live in families receiving some kind of income benefits and a comparatively high proportion of children in primary schools in Bognor Regis and Littlehampton are entitled to free school meals.

Overall educational performance, as measured by standard tests, varies. Performance is below county average for half the district's primary schools and for all but one of the secondary schools. Two wards (Littlehampton River and Ham) are among the 10% most educationally deprived wards in England.

Fear of crime is a concern for many residents though statistics of recorded crime show that Arun is a relatively safe place to live. However, Arun has the highest rate in the county for substance-related hospital admissions of young people and one of the highest rates of referrals to the young people's substance misuse team. Despite this, overall indicators imply high levels of child health care.

Organisational Structure: The following diagram shows the Committee and Decision-Making Process



- 1.3.1 The Environmental Health Team Manager (EHTM) is responsible for the strategic planning, operational direction and measurement of the performance of the food safety function against targets.
- 1.3.2 Each officer with food safety responsibility carries out food safety interventions in food premises as well as a range of other environmental health functions detailed in 1.4 below.
- 1.3.3 The EHTM is line manager for officers with food safety regulatory responsibilities and is responsible for work allocation, quality and completeness checks and is designated as the officer to receive Food Alerts. The EHTM attends the Sussex Food Liaison Group. A Senior Environmental Health Officer (SEHO) attends the Sussex Health Protection Team meeting, and CIEH Sussex Food Study Group.
- 1.3.4 The EHTM is supported by 8 SEHO and 2 Environmental Health Technical Officers. All officers are multi-disciplinary and therefore undertake a full range of environmental health work, not just in relation to food safety.
- 1.3.5 A contractor is also used to assist in delivering the Service Plan, by undertaking a variety of interventions at food premises, principally inspections.
- 1.3.6 A significant amount of the above team resource is currently allocated to COVID compliance matters and means reduced availability to carry out food safety work.
- 1.3.7 An addition full-time SEHO dedicated to food safety has however been secured for the period July 2021 to end of March 2022 to assist in delivering the food safety service plan 2021/22, funded from the Contain Outbreak Management Fund (COMF).

1.4 Scope of the Food Service

The food safety work is delivered by officers within the Environmental Health Team. The range of core tasks includes:

- Inspection/Interventions of food establishments under the EC Regulations, Food Safety Act and associated Regulations.

- Inspections of Product-Specific establishments subject to approval under Regulation 853/2004.
- Inspection following initial registration of a business for the first time.
- Alternative Enforcement Strategies for low risk (E) and some D category premises.
- Inspection, investigation, detention and seizure of suspect food.
- Administering and promoting the Food Hygiene Rating System.
- Food sampling (including sampling of water used in food preparation and imported foods).
- Responding to food safety and hygiene complaints. In certain cases, it may be more appropriate for an officer from West Sussex Trading Standards to investigate the complaint. Liaison arrangements exist so that no matter which Service receives the complaint in the first instance, it is speedily transferred to the service that is best placed to conduct an investigation (Food Safety matters dealt with by Arun, Food Standards matters dealt with by West Sussex Trading Standards). Where food is produced outside of the district complaints will be referred to the appropriate authority.
- Responding to Food Alerts by assisting with product recalls or visiting and advising, and in emergency situations making immediate visits with a view to surrender or seizure of the food in question.
- Inspection of food and issuing of export health certificates.
- Advice and support to food business during inspections
- Advisory inspections, which attract a fee (currently £185, discounted to £125 for new food businesses and those holding an FHRS of 5)
- Pre-inspection audits, for which there is a fee of £185.
- Advising businesses on hygiene regulations, best practice, current media concerns and similar issues (this would include reactive advice and proactive work such as news releases, promotional activities etc.)
- Enforcing food safety legislation in accordance with the Environmental Health Enforcement Policy, which incorporates the principles of the Regulators Compliance Code. This ranges from advice and informal written 'warnings', through service of hygiene improvement notices, seizure/detention/destruction of foods, voluntary and emergency prohibition (closure of all, or part of establishments that pose an imminent, significant risk to health), to prosecution in court (or a simple caution - depending on the circumstances of the offence) and making an application to the court to prohibit a person from operating a food business in the future
- Investigating alleged food poisoning complaints or referrals of confirmed food borne illness
- Liaison with West Sussex Trading Standards on animal by-products and waste matters to ensure compliance with relevant European Union legislation and enforcement of the Food Information Regulations 2013.
- Imported Foods regulation, with liaison with the FSA and DEFRA as required.
- Providing advice and guidance to businesses on the food information regulations about allergens and referring to trading standards where appropriate.
- Promotional Activities

There are a range of other duties which involve the Environmental Health Team. These include the investigation and control of non-food related infectious disease, advice to Arun's Events team on large scale events where additional food vendors are in attendance, and spot checks on food businesses at events. Other duties also include planning and licensing consultations for noise, air quality and public safety, the investigation of health and safety accidents, environmental protection work, contaminated land, caravan site licensing and air quality.

To meet the fluctuations in the programmed inspection and other workload and to cope with staff vacancies, Arun employs contractors to carry out inspections and other work with medium and low risk premises.

Our experience in appointing, vetting and monitoring the work of contractors will ensure that where they are to be employed the quality of the inspection will meet our standards. As part of quality monitoring a percentage of contractor inspections are checked by the Environmental Health Team Manager.

1.5 Demands on the Food Service

- 1.5.1 In the order of 1377 food establishments are registered in the District, including approximately 920 catering and 282 retail premises.
- 1.5.2 The age profile of the local population is reflected in the number of registered care homes which cater for a particularly vulnerable sector of the population. There are also a large number of seasonal businesses associated with the District's popularity as a seaside resort, and as these businesses can only be accessed for inspection during the summer period the demands on the inspection programme can be skewed.
- 1.5.3 The district has 15 *approved* establishments which process products of animal origin and which are subject to approval under EC Regulation 853/2004.
- 1.5.4 The Environmental Health Team is based at the Civic Centre in Littlehampton. A duty officer system operates to ensure that urgent customer enquiries can always be responded to during working hours.
- 1.5.5 The Food Safety Service operates Monday to Friday 8.45 am to 5.15 pm (4.45pm on Fridays). Officers work outside of these hours for evening and weekend inspections. There is no emergency response out of hours, but serious cases of food poisoning would be communicated via the Council's Standby System to one of the Environmental Health managers for action.
- 1.5.6 Because of the importance and impact of tourism in the district, seasonal inspections are an important element in the inspection programme. The Environmental Health Team works with the Council's Property & Estates Team to set and monitoring standards for businesses on Council owned land or for major planned events. In addition, there are liaison arrangements with Butlins resort which attracts around 400,000 visitors each year. The complex itself has 23 food outlets of varying sorts.

1.6 Enforcement Policy

- 1.6.1 The current enforcement policy applicable to the food service, *Arun District Council Enforcement Policy Environmental Health, Private Sector Housing, Licensing and Cleansing Service*, was approved in July 2019, and last updated April 2020.
- 1.6.2 This policy is in the public domain, on Arun's website and available on request. The policy is reviewed annually or sooner if case law or other circumstances dictate.
- 1.6.3 Before any food offences can be authorised for prosecution through the courts, a case has to be brought by the officer concerned to the Environmental Health Enforcement Review Panel. This panel comprises managers within Environmental Health, Licensing, Private Sector Housing and the Council Solicitor.
- 1.6.4 Arun also has adopted a Formal Complaints Procedure which is available to any customer aggrieved by our processes or decisions.
- 1.6.5 There are also opportunities for informal complaints to be raised at the end of routine inspections by contacting the inspecting officer, their line manager or using the food hygiene rating safeguarding procedures.
- 1.6.6 Arun follows the Food Hygiene Rating Scheme (FHRS) brand standard and safeguard options available to businesses that do not agree with the FHRS awarded. This includes the right to reply, the opportunity to request a revisit (for which a fee is payable) and the right to appeal their rating. Arun has an informal reciprocal arrangement with Chichester District Council when making determinations on FHRS appeals.

2 Service Delivery

2.1 Food Establishment Interventions

- 2.1.1 The Environmental Health software system Tascomi is utilised to manage the food safety service, including holding the food premises register.
- 2.1.2 The intervention programme is usually based on the food hygiene intervention rating scheme contained in the Food Standards Agency (FSA) Food Law Code of Practice (England) (FLCOP). This highlights those premises which are due to be inspected according to perceived risk. To this list are added any premises not inspected in the previous year and new premises not previously risk rated.
- 2.1.3 This approach to inspections was placed on hold during 2020/21 based on guidance from the FSA which acknowledged other priorities faced by Local Authority (LA) Environmental Health teams due to the pandemic, in particular the work involved in supporting COVID-19 compliance.
- 2.1.4 The FSA issued new guidance on 16 June 2021 outlining expectations for LA recovery from 1 July 2021 to the end 2023. Whilst the usual interventions based on the FLCOP are not currently required, the recovery plan sets out arrangements expected to support recovery of food services in order to be fully operational again for 2023/24. In 2021/22 LA are expected to prioritise interventions of new businesses and ensure all A-rated (high risk) premises receive on-site inspection.
- 2.1.5 Progress against the planned inspection programme is monitored by the EHTM. Statutory annual activity returns are made to the FSA, which include inspection performance.
- 2.1.6 The minimum number of interventions due in the period 1 April 2021 to 31 March 2022 based on the FSA recovery plan are: 211, being interventions on A rated (high-risk) premises and new businesses.
- 2.1.7 The FSA guidance supports LAs to recovery at a greater pace were resources permit, and additionally we will focus efforts on a further 32 non-compliant premises (FHRS 0-2) and as resources permit 166 remaining C rated (medium risk) premises.
- 2.1.8 It is estimated that the FTE required to meet this demand is 2.0.

2.2 Food & Premises Complaints

- 2.2.1 All food complaints are registered in the Tascomi computer system and allocated for investigation by the EHTM.
- 2.2.2 The type of investigation conducted will be based on risk. Complaints will be referred to the appropriate authority where the food is produced outside of Arun District or where we are not the enforcing authority.
- 2.2.3 Any investigations will consider the risk to public health, compliance with statutory requirements, measures required to prevent recurrence and customer expectations. Any action taken on conclusion of the investigation will be in accordance with the Environmental Health Enforcement Policy.
- 2.2.4 In the order of 218 complaints are likely to require investigation. It is estimated that the FTE required to meet this demand is 0.5.

2.3 Primary Authority Partnerships

- 2.3.1 The Environmental Health Team supports the Primary Authority scheme.
- 2.3.2 Arun acts as 'originating' authority for many food businesses. As originating authority Arun has taken responsibility for ensuring that (food) goods and services produced within the district conform to legal requirements. It is not possible at present to quantify the time spent on conferring with other Local Authorities and food businesses as this information is often bound up with food complaint investigation processes.
 - 2.3.3 Arun will continue to take direction from inspection plans produced by Primary Authorities for multi-outlet businesses with establishments in the District. The Council

will also notify relevant Primary Authorities where it proposes taking formal enforcement action (other than that deemed urgent) and have regard to advice received.

2.4 Advice to Businesses

- 2.4.1 The Environmental Health Team is committed to providing advice on legislative requirements and good practice for both new and existing businesses.
- 2.4.2 Significant developments in legislation or recognised good practice will continue to be brought to the attention of businesses using a range of measures, including mailshots and officer visits. Emails to food businesses enable fast and cost effective 'mailshots'.
- 2.4.3 In addition to the general advice given specific initiatives are supported:
- Advice to new businesses. Those wishing to discuss their plans to set-up or alter the nature of a food business can access advice on layout, standards and best practice. This service attracts a fee.
 - Advice during inspections is a key method of improving standards and the nature and type of advice are recorded on the inspection report, which is left with the business after each visit and in any formal follow up letter. In both cases Legal Requirements are clearly separated from Recommendations.
- 2.4.4 It is estimated that in 2020/21 in the order of 57 requests for advice will be received, and in the order of 300 telephone requests for advice will be dealt with.
- 2.4.5 It is estimated that the FTE required to meet this demand is 0.5.

2.5 Food Sampling

- 2.5.1 Where resources permit, we will take part in the PHE UK coordinated microbiological sampling programme.
- 2.5.2 In addition, we will instigate a programme of sampling in relation to approved premises, and where necessary of imported food products.
- 2.5.3 It is estimated that the FTE required to meet this demand is 0.1.

2.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

- 2.6.1 The Environmental Health Team will continue to investigate formal and informal notifications of illness associated with the consumption of food or water. Notifications of Campylobacter will no longer be investigated, but rather an educational approach will be adopted by providing information to confirmed cases on preventing its spread. Investigation will be in accordance with PHE guidelines, Department of Health guidelines, and the West Sussex Major Outbreak plan. In the order of 75 notifications of sporadic cases are likely to require investigation, and at least four outbreaks of food poisoning or viral illness requiring investigation are to be expected.
- 2.6.2 It is estimated that the FTE required to meet this demand is 0.3.

2.7 Food Safety Incidents

- 2.7.1 Food Safety Incidents (Food Alerts) will be dealt with in accordance with the documented procedure which is based on guidance given in the Food Law Code of Practice (England).
- 2.7.2 It is difficult to predict the service demand likely to be created by "for action" food alerts in 2020/21 but it is anticipated that in the order of 10 warnings will be received.
- 2.7.3 It is estimated that the FTE required to meet this demand is 0.1.

2.8 Liaison with other Organisations

- 2.8.1 Formal links exist with the PHE Laboratory Service at Porton Down, Wiltshire and with Kent Scientific Services.
- 2.8.2 The EHTM attends the Sussex Food Liaison Group, and currently acts as Chair. A SEHO EHO attends the Sussex Health Protection meetings and attends the CIEH Sussex Food Study Group.
- 2.8.3 In addition, we regularly liaise with Trading Standards on Animal by Products and Waste, allergens and labelling to ensure compliance with relevant European Union legislation, and Sussex LAs in relation to “for action” Food Alerts.
- 2.8.4 The Environmental Health Team also accesses a strong informal network of local contacts in neighbouring authorities.
- 2.8.5 Arrangements are in place to ensure that licensing and planning applications including those relating to food businesses are scrutinized by a member of the Environmental Health Team. It is expected that in the order of 350 plans will be examined during 2020/21.
- 2.8.6 It is estimated that the FTE required to meet this demand is 0.2.

2.8.7 Food Safety Promotional/Educational work

- 2.8.8 Some requests for food hygiene training are passed on to neighbouring authorities who regularly run CIEH Food Hygiene Courses.
- 2.8.9 The Environmental Health Team may also participate in National Campaigns such as Food Safety Week, where doing so will not impact on core functions.
- 2.8.10 The Environmental Health Team will continue to encourage businesses to display their food hygiene rating stickers and promote the FHRS scheme.
- 2.8.11 It is estimated that the FTE required to meet this demand is 0.1.

3 Resources

3.1 Staffing Allocation

- 3.1.1 The make-up of the Environmental Health Team was detailed in 2. above. The current effective full time equivalent (EFT) posts are 3. (excluding contractors).
- 3.1.2 The estimated EFT required to meet this year’s commitments is 4.9.
- 3.1.3 The shortfall will be met using contractors who will undertake a variety of interventions at food premises.

3.2 Staff Development

- 3.2.1 The identification of officer training needs is a fundamental part of the Council wide annual staff appraisal process. Progress on meeting the identified needs is tracked at the interim appraisal stage. Training needs will be met by a combination of in-house briefings, external seminars and short courses.
- 3.2.2 Records for each individual officer will continue to be maintained.

4.0 Quality Assessment (Service-Specific)

- 4.1.1 The consistency and quality of the food safety service is achieved through both monitoring and evaluation. Quantitative monitoring against targets can be found in 5 below.
- 4.1.2 Performance against inspection programme targets and response times to service requests is kept under review by the Environmental Health Team Manager.
- 4.1.3 The Service has also been subject to peer review as part of the inter-authority auditing exercise organized by the West Sussex Food Liaison Group in 1999, 2003 and 2015. We also take part in FSA and local consistency exercises relating to the FHRS.

4.2 Summary of STANDARDS OF SERVICE -

See Appendix B

5.0 Review

5.1.1 There was no service plan in place during 2020/21 due to the pandemic and the service operated under guidance from the FSA. This included maintaining contact with businesses and carrying out remote inspections during periods where physical inspections could not be conducted due to COVID-19 as follows:

- Food Hygiene Inspections – 162 inspections and alternative interventions
- Remote inspections – 224

5.1.2 The number of food businesses in the district increased in 2020/21 with 294 new establishments registered. On 1 April 2021 there were 1,370 registered food businesses.

5.1.3 Complaints and Requests

Description	Expected 2021/22	2020/21	2019/20
Food Complaint	83	83	83
Hygiene of Premises	72	46	89
Hygiene advice	57	57	39
Other	6	4	1
TOTAL	218	190	212

5.1.4 Other work volume indicators

Description	Expected 2021/22	2020/21	2019/20
Planning referrals	377	377	377
Infectious disease notifications	271	271	220

5.15 Food Hygiene Rating Scheme Information

The introduction of the Food Hygiene Rating Scheme in April 2011 brought with it some additional work in applying the safeguards for businesses. The following table shows the extent to which these safeguards were used by businesses, and the resulting demand placed on the service, and to what extent we expect them to be in 2021/22.

Food Hygiene Rating Scheme: Safeguards for Businesses

Description	Expected 2021/22	2020/21	2019/20
Appeals	1	0	1

Re-inspection request	3	0	3
Right to reply	0	0	0

5.1.7 Food Hygiene Rating Scheme

The following table shows the current distribution of food hygiene ratings across Arun's food business. Overall, 98% of rated businesses are currently broadly compliant and achieve a score of 3 or better.

Food Hygiene Rating Scheme Distribution (rated businesses)

Rating	0 Urgent improvement required	1 Major improvement necessary	2 Some improvement necessary	3 Generally satisfactory	4 Good	5 Very Good
Number of businesses	2	3	9	16	160	982

Appendix A

Food Safety Intervention Plan 2020/21

Objectives and Outcomes

To inspect all A and B rated premises, all premises which are not broadly compliant (FHRS 0-2), and all previously unrated new businesses to ensure:

- (a) compliance with minimum statutory standards
- (b) improvement in premises practice or arrangements through targeted advice, guidance, and enforcement
- (c) assessment under the Food Hygiene Rating System
 - To target premises with rating of 2 and below for further attention
 - To assist businesses in maintaining and improving food hygiene ratings
 - To provide sufficient guidance to all businesses inspected to avoid food borne illness

Where resources permit, we will focus efforts on inspecting the remaining C rated premises

Key Actions

The following interventions are proposed in 2020/21:

- 2 A rated premises inspection (carried out at 6-monthly intervals)
- 18 B rated premises inspections
- 14 C and D rated premises (FHRS of 0-2)
- 207 initial inspections (newly registered businesses)
- 166 C rated broadly compliant premises – targeted for intervention where resources permit
- Operate the Food Hygiene Rating Scheme safeguards for businesses, includes undertaking appeals within 21 days, and requested re-inspections within 3 months of their request being accepted.
- Provide advice support to food business operators.

Other Considerations

The Intervention Plan should be considered in light of other work to be undertaken and proposed for Environmental Health Team including: -

- Food premises and food complaint investigations
- PHE and local sampling
- Investigation of infectious disease outbreaks
- Response to Food Alerts
- Consultations on planning and licence applications
- Health and safety investigations, complaints, and project work
- COVID-19 response and regulation
- Environmental Protection work including complaint investigations, LAPPC (permitting), contaminated land and air quality
- Caravan site licensing and
- Corporate health and safety