



Trading Standards

Food and Feed Delivery plan 2018-19



Created: 03/2018
Review date: 04/19

1. Profile of the authority



- 1.1 Oxfordshire is home to an estimated 682,400 residents, including students and armed forces (ONS, mid-year population estimate 2017). The county has a competitive economy, where the unemployment rate is one of the lowest in the country, and the number of young people unemployed has returned to pre-recession levels. In total, Oxfordshire's economy contributes £19.2 billion a year to the national economy.

Oxfordshire is a diverse and dynamic county, home to 30,725 businesses (ONS, 2016). The vibrancy of Oxfordshire's economy is inextricably linked to the activities of its two universities, its teaching hospital and research trust – which is one of the largest in the UK – and the concentration of science and research activity in the south of the county. Oxfordshire's biotechnology sector has grown 14 per cent since 2008, while the space technology cluster located at Harwell is growing rapidly and includes the European Space Agency and the International Space Innovation Centre. Along with the neighbouring counties of Berkshire and Buckinghamshire, Oxfordshire forms part of one of the highest concentrations of high-tech

employment in Europe. In addition, we are home to globally recognised, prestigious, brands such as BMW Mini and Oxford University Press. Oxfordshire is the second most rural county in the south-east of England and three Areas of Outstanding Natural Beauty (AONBs) fall within its borders.

Thanks to this natural beauty, along with its rich cultural and historic heritage, the county attracts over 26 million visitors every year. The total value of tourism in 2011 was estimated at £1.7 billion, and the industry supports around 30,000 jobs. The agricultural and forestry sector also contributes £81 million to the local economy. Oxfordshire has a strong strategic location, in the heart of England; its transport links mean many people who make their homes here enjoy a good quality of life, while having the opportunity to commute to employment opportunities both inside and outside the county.

Many highly-qualified young people move here to study and work, and we also have a significant military population, including the largest station of the Royal Air Force, Brize Norton, in our county.

Notwithstanding our overall prosperity, the county faces some important challenges. The Council's medium term financial plan requires a total reduction in budget of a further £33m through transformation over the next three years. These savings are long term; even when the government meets its target on deficit reduction, we do not expect significant increases in council funding from central government, and indeed believe that Oxfordshire may effectively be 'fiscally independent' by the end of the plan period. This has a knock-on effect to the budgets of Trading Standards.

Information about Oxfordshire can be found via the following website.

<http://insight.oxfordshire.gov.uk/cms/>

2. Aims and Objectives

2.1 The Trading Standards Service is integrated within the Community Safety groups of services. This includes Oxfordshire Fire & Rescue, Emergency Planning and the Gypsy & Traveller Service. The Service fulfils the County Council's responsibilities for the enforcement of a wide range of consumer protection legislation controlling the advertising, marketing, production, distribution and supply of goods and services throughout the manufacturing, importation, distribution and service delivery chain.

The responsibilities of the Service are widespread and include: -

- weights and measures;
- product safety;
- food safety
- trade representations and trademarks;
- unfair contract terms and unfair trading practices;
- consumer advice and assistance;
- animal health and welfare;
- Food hygiene at primary production and composition of feeding stuff
- price marking and price comparisons;
- supply of age restricted products;
- licensing and inspection of explosives and petroleum storage facilities;
- safety certification of sports grounds.

In meeting these statutory responsibilities, the Service provides important support to individuals, communities and businesses in Oxfordshire.

Our Purpose

"Keeping individuals, communities, businesses and livestock safe from harm; protecting individuals and businesses from financial loss and preventing unfair practices".

Our Vision

"To safeguard vulnerable people and support businesses in Oxfordshire through a flexible and intelligence-led approach which effectively and visibly tackles the areas of greatest potential risk to consumers, communities, businesses and livestock in Oxfordshire."

The Service also links in with the 365 Alive Vision for the Fire and Rescue Service

The 365 Alive Vision is supported by four pillars and aims for 2016/17-2022/23:

- 1. 6,000 more people alive as a result of thanks to our prevention, protection and emergency response activities*
- 2. 85,000 children and young adults (to include Looked after Children) to be better educated to lead safer and healthier lives*
- 3. 37,500 vulnerable children and adults helped to lead more secure and independent lives, supported by safe and wellbeing visits*

4. 20,000 businesses given advice and support to grow

2.2 Links to corporate objectives and plans

Oxfordshire County Council's overall ambition is to deliver 'A Thriving Oxfordshire'. The County Council has identified three strategic objectives which make up what we are seeking to deliver -

Thriving communities

- We help people live safe, healthy lives and play an active part in their community.
- We provide services that enhance the quality of life in our communities and protect the local environment.

Thriving people

- We strive to give every child a good start in life and protect everyone from abuse and neglect.
- We enable older and disabled people to live independently. We care for those in greatest need.

Thriving economy

- We support a thriving local economy by improving transport links to create jobs and homes for the future.

The Trading Standards Service's functions provide support to the Council's work towards these priorities in a range of ways. For example, Primary Authority Partnerships ensure that local businesses are supported with the advice that they need and that regulatory burdens are reduced through the authority acting as a single channel of communication between the business and other Trading Standards Services. This can be particularly important for small businesses that do not have in-house legal advice, for which dealing with a range of enquiries from other local authorities would be distracting and costly and for whom a level playing is important to the future prospects of the business. As another example, Trading Standards work on preventing sales of illegal tobacco can be effective in dealing with local community problems and concerns.

The Trading Standards also delivers work in relation to financial abuse of older people e.g. scams and doorstep crime.

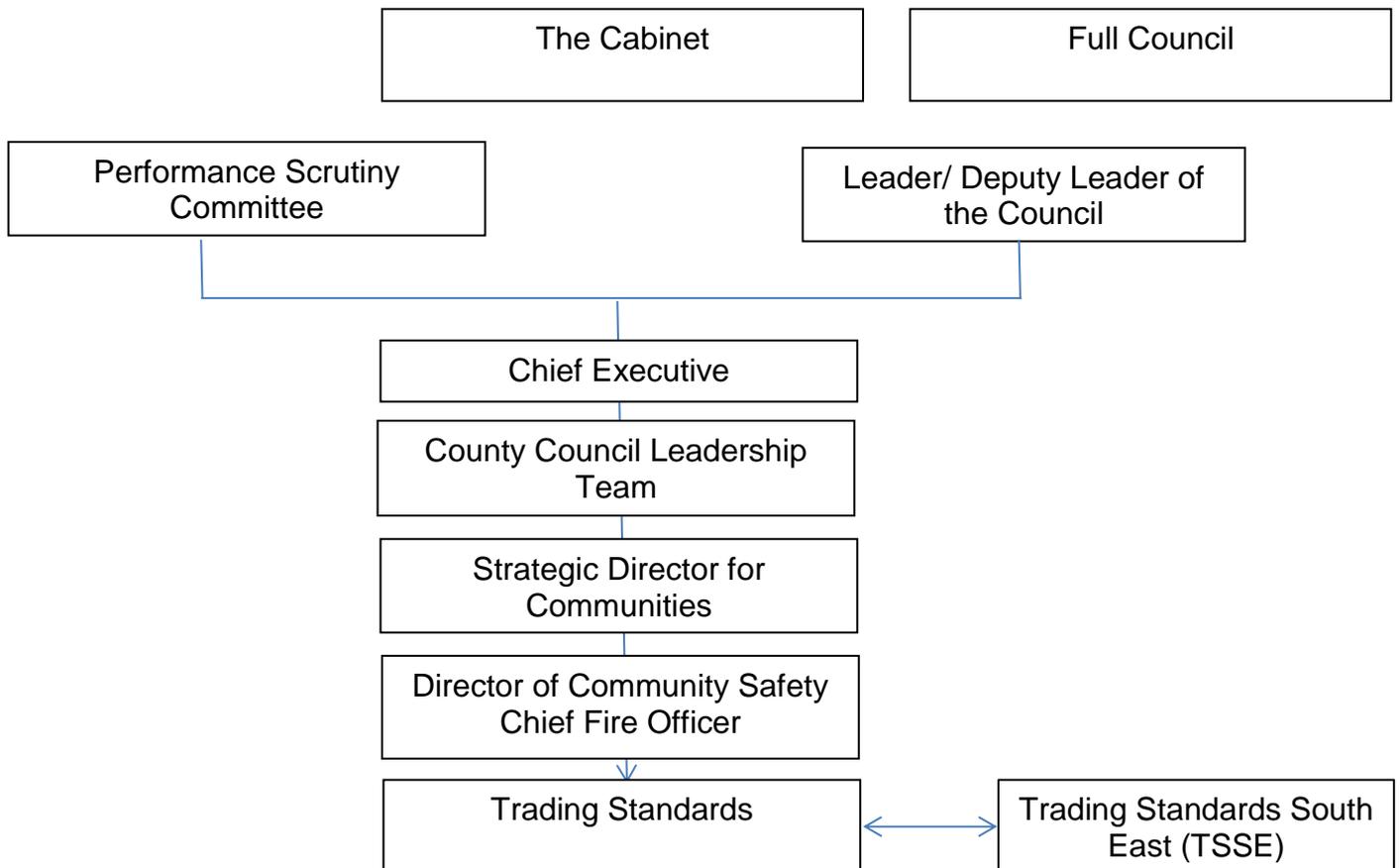
The main aims and objectives for the coming year are detailed in the Services' departmental plan.

2.3 Organisational Structure

The Trading Standards Service is based at Graham Hill House, Electric Avenue, Ferry Hinksey Road, Oxford.

Trading Standards has a 'triage team' which receives all incoming enquiries, assesses against the Service's priorities and then resolves the issue for the customer, or collects initial evidence for referral to the Operations Team - if the matter is more complex. Both teams may carry out routine interventions and sampling.

The relationship between the Trading Standards service and the County Council is as follows:



Operations Manager

OPERATIONS

Team Leader: (food qualified)
 PTSO (food qualified) (PT)
 PTSO (food qualified)
 SEO Enforcement Officer (food qualified)
 Enforcement Officer
 Tobacco Control Officer
 Enforcement Officer

DOORSTEP CRIME TEAM

Team Leader: (V)
 Enforcement Officer
 Enforcement Officer
 Police Officer

Animal Health & Farming Standards

Senior Enforcement Officer (feed qualified)
 Enforcement Officer
 Enforcement Officer
 Enforcement Officer (V)

 External Resources *
 TSSE Regional Feed Officer (feed qualified)
 Contractor (feed/food qualified)

BUSINESS SUPPORT

Team Leader: (food qualified)

SUPPORT SERVICES TEAM

Support Service Assistant
 Primary Authority Support Assistant
 Enforcement Assistant (V)

PUBLIC SAFETY TEAM

Senior Enforcement Officer
 (food qualified)
 Enforcement officer

TRIAGE

Team Leader (food qualified)
 PTSO (food qualified) (PT)
 PTSO (food qualified) (PT)
 PTSO (food qualified) (PT)
 Enforcement Officer
 Civil Advice Officer

INTEL TEAM

Team Leader:

Intel Manager
 Intel Officer
 Regional Intel Analyst
 Regional Intel Analyst

PRIMARY AUTHORITY SAINSBURYS

Primary Authority Officer, (food/feed qualified)
 Primary Authority Officer (seconded to Cherwell DC)

COMMUNITY ENGAGEMENT TEAM

Managed by Fire Officer
 Community Liaison Officer
 School's Liaison Officer

OM= Operations Manager, PTSO = Principal Trading Standards Officer, TSO =Trading Standards Officer, SEO = Senior Enforcement Officer, EO = Enforcement Officer. (PT) = Part Time, (V) = Vacant Post. External Resources – RFO commitment is negotiated annual / contractor are used on an ad-hoc basis

3. Scope of the Feed and Food Service

One of our key responsibilities is the enforcement of food law in relation to composition, chemical contamination and labelling from farm to fork on behalf of the Food Standards Agency (FSA). Appropriate application of food law helps to ensure that food supplied in Oxfordshire is safe to eat, meets compositional requirements and is accurately described.

Farmers and growers (Primary Producers) must follow basic hygiene procedures to ensure hazards such as contamination arising from soil, water, fertilisers, pesticides, handling of waste, etc are prevented. Through the Food Safety and Hygiene (England) Regulations 2013, we ensure that these hygiene standards are maintained at Primary Producers. We are also responsible the composition and hygiene of animal feeding stuffs.

Codes of Practice require that local authorities set out their food law enforcement arrangements in food law enforcement plans. In terms of food enforcement, this plan reflects the enforcement programme for food standards (including materials and articles in contact with food), animal feeding-stuffs and on farm medicine records legislation. District councils have responsibility for food hygiene and some health and safety enforcement. Liaison and referral arrangements are in place with the districts to ensure good co-ordination, exchange of information and referrals on relevant matters.

The feed work in this plan was developed under and based upon the 2014 Feed Law Code of Practice (England). As the current code of practice was only published in April 2018, the new requirements will be incorporated into the next year's plan.

The Service is also responsible for enforcement for all other Trading Standards legislation, including animal health and welfare, doorstep crime, weights and measures, petroleum and explosives legislation and sports ground safety.

3.1 Demands on the Feed and Food Service

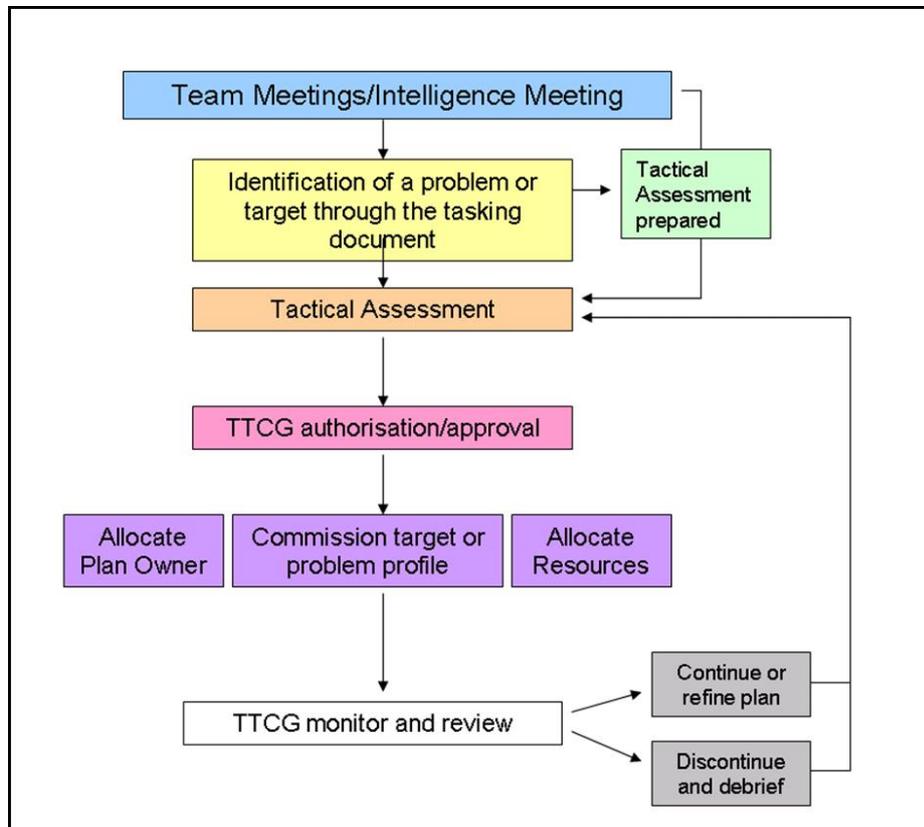
Oxfordshire has a typical spread of businesses for a shire county, ranging from small self-employed sole traders to large multi-national food manufacturers.

Alongside our immediate reactive response to new demands on our service, we employ a monthly tasking and coordination process to ensure that we target proactive and preventative work on areas of highest risk to consumers and businesses. We do this by analysing a wide range of information sources, such as the consumer complaints received by Citizens Advice, reports from other agencies, work undertaken in other local authority areas, media reports, etc. We also consider forthcoming events that we may need to plan for. This analysis is reviewed monthly and actions are agreed that address the most significant potential problems.

How significant an emerging issue might be is assessed through consideration of a range of factors such as the scale of the potential harm that could be caused, whether the harm will affect vulnerable people, whether the people that might be affected could

identify and deal with the risk themselves and whether there would be a high level of expectation that we would respond to the issue.

An overview of the tasking and coordination processes follows-



3.2 Feed and Primary Production Prioritisation

In respect to feed and primary production, we also acknowledge and are guided by, the National Enforcement Priorities (NEP), which are published by the FSA each year.

The NEP priorities for 2018-2019 are as follows.

The first five priorities relate to feed issues, while the sixth priority relates solely to primary production.

Note the priorities are not listed in any particular order

Priority 1	• Verification of the presence and accuracy of feed labelling particulars which have the potential to compromise human and/or animal health
Priority 2	• Validation of effective feed safety management systems at Annex II establishments with a focus on businesses supplying former foodstuffs or co-products
Priority 3	• Effective information sharing, communication and exchange of information and intelligence to support effective official feed controls
Priority 4	• Effective monitoring of consignments of feed originating from outside the European Union at points of entry
Priority 5	• Development of risk-based regional sampling programmes
Priority 6	• Effective identification and appropriate registration of food businesses operating at the level of primary production of food

Due to the type of feed business within Oxfordshire priorities 1,2,3,5, & 6 are deemed to be the most relevant and our approach to them is as follows

Priority 1 – Any feed officers authorised to take samples are expected to review the labelling of animal feed wherever possible, i.e. when a physical sample is taken or when a complaint and/or enquiry specifically concerns feed labeling

Such officers are required to review a minimum of 1 feed label each year.

Note - If an officer deals with an Feed Business Operator (FeBO) that imports feed from a 3rd country, an example of the labeling must be reviewed from at least one of the items in their product range.

Priority 2 – This authority undertakes scheduled routine inspections at all types of feed business each year including annex II premises that supply former foodstuffs and/or co-products for feed use. During these visits our officers are required to check that systems and practices intended to prevent cross have been implemented.

Priority 3 – We aim to share information and intelligence where appropriate with any of our external partners involved with feed enforcement to support effective feed controls. This includes sharing information about new business, and/or those that ceased trading within the feed sector.

As such we intend to adopt and work to the revised Memorandum of Understanding (MOU) between local authorities, APHA and VMD in respect to feed hygiene.

Priority 4 – Although this authority does not have any direct points of entry, we review and prioritise any intelligence relating to imported feed received from the port authorities. Where action is deemed appropriate, we will liaise with ports to obtain further information and/or to provide feedback.

If any consignment of imported feed is found to be contaminated, or unsafe during an inland inspection, the issue will be reported both to the FSA and to the relevant authority at the point of entry.

Priority 5 – As a member of TSSE, we are actively contributing to the development of a regional risk based sampling programme for 2018-2019.

Priority 6 – We aim to identify and register all food business involved in primary production that are not already registered with us.

These premises are primarily identified via information received from the Animal & Plant Health Agency (APHA), Rural Payments Agency (RPA), Veterinary Medicines Directorate (VMD) and our Environmental Health and Trading Standards colleagues who undertake inspections at food premises. We also actively look for such business ourselves via internet searches and online business directories, when putting together the inspection plan, and/or undertaking associated project work.

3.3 Profile of Businesses

This service maintains a database of all known feed and/or food business operators, which is updated in relation to information received or obtained.

The following table illustrates the profile of feed businesses in Oxfordshire

TYPE OF PREMISE	NUMBER OF FEED BUSINESSES 2018/19 (AS PER THE FSA'S 2017/18 DESK TOP EXERCISE)
Number of feed business operators	1902
Number of feed business establishments formally registered	789
Number of approved feed businesses establishments	0

*this figure is based upon on the total number of arable and livestock premises recorded on our database and excludes some of the smallest operators, who are likely to be outside the scope of the feed/food hygiene legislation.

Our profile of food businesses is shown in the table below-

TYPE OF PREMISE	NUMBER OF FOOD BUSINESSES AS PER LAEMS RETURN 2017/18
Primary production food businesses (food standards)	60
Manufacturers & packers	118
Importers	44
Distributors	121
Retailers	2379
Restaurants & caterers	4650

This Service liaises with other competent authorities, government departments and agencies responsible for feed and food controls, for example APHA, VMD etc, to share information and to maintain our database. We acknowledge any Memorandums of Understandings that apply to feed and food, for instance those relating to the Dairy Hygiene Service and VMD.

We also have an agreement with the district councils relating to the passing on of details when they receive food registrations and also in relation to complaints relating to allergens at catering establishments.

We aim to assist with requests for information or administration assistance originating from the FSA or any other member states. If we are contacted by another member state and the matter is of a serious nature, we will refer it to the FSA.

Any routine enquiries made to other member states will be referred directly, or via the FSA if appropriate.

3.3 Enforcement Policy

The Service has a generic enforcement policy which is applicable to feed and food. It is available on the Trading Standards public website:

<https://www2.oxfordshire.gov.uk/cms/content/about-trading-standards>

A review of the policy is carried out periodically by the County Solicitor.

To comply with the Regulators' Code, the Service operates a graduated and educative approach to enforcement i.e. advice/education and informal action and only move to more formal action where the informal action does not achieve the desired effect or where it is suspected that the business concerned has acted deliberately or negligently.

When deciding on what course of action to take with a business, Trading Standards will take into account the nature of the breach and the history of compliance of the

food business operator, or in the case of new businesses, an assessment of the food business operator's willingness to undertake the work identified by the officer.

4. Service Delivery

In all of its activities, this Service aims to respect and adhere to the principles of home and Primary Authority relationships, including communication, enforcement actions and inspection plans.

4.1 Interventions at Food and Feeding Stuff Establishments

In summary, during 2017-18 we completed 130 food inspections, 21 of which were category A (high risk) food standards inspections under the Food Standards risk rating scheme. This included visiting every newly registered premises during the year which was deemed 'high risk', where we were notified by the District Council. In addition, we completed 77 feed inspections and 52 primary production inspections.

At the start of the year we identified 3 high risk feed business operators with a 'poor' level of current compliance, and 5 high risk primary producers. Although these premises were all scheduled for inspection we only completed 2 of the feed inspections and 2 of the primary production inspections. This was because:

- 2 inspections were postponed until the following year. In one case this was due to other enforcement activity at that premise, while in the other it was to ensure our inspection is co-ordinated with the seasonal nature of the business.
- 2 of the primary producers had ceased trading.

Food Interventions

Oxfordshire Trading Standards operate a policy of intelligence led inspections. It is committed to inspecting all A rated premises. B and C rated premises are inspected either when intelligence is received from a member of the public via complaint, information from another organisation or during a sectorial sampling visit. Where issues overlap between both Trading Standards and the District Council Environmental Health Service, a joint inspection will be considered.

Food business operators are rated against the FSA risk scoring scheme. A list of A rated (high) risk food premises due during the year is produced on 1st April of each year.

As food business registrations are received from the District Councils, the premises are allocated a risk score using the Food Standards Agency risk scoring guidance. Any which are identified as being rated A will be subject to a desk-based assessment against other recorded information, and will be visited. These visits are allocated at the Tactical Tasking and Co-ordination Group (TTCG). The premise is then re-risked upon inspection.

At the start of 2018-19 this service identified 14 A rated premises that are due an inspection.

Feed Interventions

Feed business operators are rated against the FSA feed risk scheme

The annual inspection schedule is determined by the desktop exercise which the FSA require local authorities to undertake each year. This exercise profiles the type and number of premises, to calculate which are due an inspection. It considers whether businesses are in an approved assurance scheme, whether they have been inspected or not, and the level of past compliance.

The number of premises in 2018/19 where an intervention is due (i.e. an inspection or AES) versus the number planned are outlined in the table below:

Premise Type		ACTSO Codes	Total Number of Premises	Number of Inspections		AES (tier 1)		AES (tier 2)	
FSA Code	Description			Due	Plnd*	Due	Plnd*	Due	Plnd*
R1- R5	Manufacturers	E1	5	1.8	0	n/a	n/a	n/a	n/a
R12	Co-product producers	E12	15	8.3	4	n/a	n/a	n/a	n/a
R4	Mobile Mixers	E6	1	0.5	1	n/a	n/a	n/a	n/a
R1-R3, R5 & R7	Importers	E10	2	0.7	1	n/a	n/a	n/a	n/a
R9	Stores	E9	5	0.3	2	0	0	0	0
R1-R3 & R5	Distributors	E2	21	3.5	5	0	0	0	0
R8	Transports	E9	12	1.7	2	0	0	0	0
R10 - R11	On Farm Mixers.	E7	154	6.7	9	0	0	0	0
R6	Pet Food Manufacturers	E3	4	9.3	2	1	0	0	0
R7	Suppliers of Feed Materials / Surplus Food	E1	77	13.2	13	0	0	0	0
R13	Livestock Farm	E08	1388	12.5	13	0	0	0	0
R14	Arable Farms	E11	218	2.3	3	0	0	0	0
		Total	1902	61	55	1	0	0	0

Notes

- The info on the number of premises and inspections (due & planned) is taken from the 2018/19 Desk Top Mode
- The visits due figures have been rounded to the nearest whole number.
- Plnd = Number of Inspections planned.

While we endeavour to meet this commitment, lack of resource in terms of competent and experienced officers, who have the necessary time, may prevent this. Section 8.4, on Staff and Lead Officers, provides details of our staff resources.

Inspection intervals depend on the activity of the business i.e. food, feed or primary production, their past compliance and whether they are a member of an approved assurance scheme

Inspection intervals are usually only reviewed after a full inspection, in accordance with the Code of Practice. However, if a premise is visited because of a complaint, which is both justified and of a serious nature, the inspection interval may be reviewed at this point.

Feed businesses are risked against the FSA risk scoring scheme. For details of the scheme, please see Chapter 5.6 feed law Code of Practice

The inspection frequencies for feed premises is outlined in fig. 1 (overleaf), are taken from the Feed Law Practice guidance.

To cut down on the number of inspections undertaken on farm, we aim to undertake combined inspections, for animal health, feed and food - rather than separate inspections for each matter. However, this only applies if an inspection is due in all areas. As such, a feed inspection will not be brought forward or postponed by more than a year simply to achieve a combined visit.

Primary Production Interventions

In 2018/19 we have committed to undertake 10 inspections, as part of the FSA pilot program to undertake inspections at primary producers. In addition, any farmers subject to a feed inspection will also be inspected under the requirements of food hygiene regulations, where they relate to primary production.

The number of premises where an intervention is due versus the number planned are outlined in the table below:

Premise Type	ACTSO Codes	Total Number of Premises	Number of Inspections	
			Due	Plnd*
Livestock Farms	E08	1388	2	13
Arable Farms	E11	218	0	3
Horticultural / Soft Fruit Growers	n/a	26	1	10
	Total	1632	3	26

4.2 Food & Feed Records

All inspections and sampling work by the Service will be undertaken in accordance with the appropriate internal work instructions for food and feed and will be followed up, in writing, at the time of the visit or shortly after (except where carried out covertly).

This Service maintains a database of all feed and food premises which is updated on the receipt of information or after any intervention and includes details of inspection reports, action taken, approvals/registration details and an assessment of compliance.

Sampling activity and follow up for food products is held on the database. Food sampling information is also recorded on FSS Net. Feeding stuffs information, in regard to sampling, is held on a separate database.

4.3 Feed Earned Recognition

Feed businesses who demonstrate high standards, by taking appropriate steps to comply with the law, may have these recognised when an officer determines their inspection frequency and may 'earn' recognition. This is termed 'earned recognition'. The effect of earned recognition on inspection frequencies is demonstrated in the table below:

Figure 1

Business Description	Potential Approval/Registration Codes Applicable to the Business for illustrative purposes only	Poor Compliance	Varying Compliance	Satisfactory Compliance	Broad Compliance or better	Earned Recognition for Members of Approved Assurance Schemes
		Frequency of inspections Years / AES	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%
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

Earned recognition may be granted to both assured and non-assured feed businesses. For a current list of those assurance scheme that qualify for earned recognition, please refer to this link;

<https://www.food.gov.uk/business-guidance/earned-recognition-approved-assurance-schemes>

Where applicable, feed premises that qualify for earned recognition will receive an alternative enforcement strategy in lieu of a full inspection.

Earned recognition may be lost if the standards found on an inspection do not meet the required level. Where earned recognition is lost, the inspection frequency will increase. When this occurs, we are required to notify the Food Standards Agency.

Outside of this, we operate a tasking and co-ordination process and interventions are tasked through this process. Each piece of intelligence (complaint, a referral from another agency or a business request) is assessed against the Service's priorities and a course of action decided upon. Please refer to the Service's Strategic Plan for details of this process.

4.4 Food and Feed Complaints

The Service receives incoming complaints from members of the public, businesses and from the National Citizens Advice Consumer Service. The Service has a documented policy on how it will deal with and prioritise complaints. Please refer to our website for full details: <https://www.oxfordshire.gov.uk/cms/content/about-trading-standards>.

In 2017-18, 111, complaints were received about food matters from members of the public, 3 relating to agriculture and 2 relating to pet foods. We did not receive any complaints about primary production of food. The resource required to deal with these complaints can be managed by the qualified officers within the Service.

4.5 Business Advice

The Service offers Primary Authority Partnerships to any business who wants to enter into a statutory agreement. We currently have 8 Primary Authority Partnerships, one of whom is a major supermarket.

Business advice is offered on a cost recovery basis. To support the Council's thriving economy agenda, signposting advice and start-up businesses are offered free advice.

In 2017-18, we received 123 requests for advice from businesses relating to food matters of which 76 enquiries were from Primary Authority companies. 58 requests related to agriculture, 50 of which were applications to register under the feed hygiene regulations, 4 were about pet foods, the rest about farm animal feed. We did not receive any business advice request in relation to food hygiene at primary production.

We have one officer who deals with the Primary Authority Partnerships. One further dedicated officer supports a partnership with a national supermarket. The Triage Team also provide general business advice.

4.6 Advice to Business

A copy of our services to business can be found on our website: <https://www.oxfordshire.gov.uk/cms/content/trading-standards-business-advice>

5. Feed and Food Analysis and Sampling

Oxfordshire's food and feed sampling is based upon an intelligence led approach. Many of the samples taken are as a result of complaints received from members of the public. The summary of Rapid Alert System for Food and Feed (RASFF) is circulated amongst the food and feed officers, alerting them to any products they may see whilst on an inspection.

National Trading Standards (NTS) organise the feed funding and sampling structure, for those local authorities participating in the national sampling projects, funded by the FSA.

This authority will look at the national sampling priorities in relation the local premises profile and priorities and will receive funding from NTS to support that work.

In the 2017-18, the Service carried took 60 samples of food. In relation to samples taken as part of a project, the following results were found;

Coconut water

5 samples of coconut water were taken and analysed for the presence of cow's milk. All samples were not adulterated with cow's milk, however, 3 samples were non-compliant on minor labelling issues (the nutritional labelling not being in tabular form). No further action was taken in relation to this minor issue.

Allergen sampling

17 informal samples were taken consisting of take-away meals (requested with specific allergen information) and ground almonds for the presence of peanut from retailers and restaurants. While the samples were being taken an inspection was also carried out the premises and advice given on the law relating to allergens. It was felt that the awareness levels varied amongst the premises visited.

3 samples of ground almonds contained peanuts over the levels for accidental contamination.

Formal samples were retaken of the almonds and they were found not to contain excessive levels of peanut.

Internet samples

10 samples were taken from companies based in Oxfordshire. Most of the companies were found using a random search engine and by searching on Amazon and Ebay.

Most of the businesses were unknown to Trading Standards. 6 samples were confirmed by the Public Analyst as failing on labelling issues, including claiming to be organic when not showing the logo of the control body, unauthorised health claims and a lack of labelling generally. In relation to the rest of the samples, for which results are awaited, 3 out of 4 bore unauthorised health claims prior to analysis.

5.1 Nationally/Regionally Funded Sampling

Trading Standards South East runs a programme of food sampling project which the authority can opt into. These are based upon intelligence received, both regionally and nationally. TSSE will provide funding towards analysis costs. Oxfordshire Trading Standards has subscribed to carry out two of these project which are reflected in the sampling plan at Annex 2.

Funding is available to local authorities via the FSA for feed sampling, however due to a 25% reduction in the overall funding for feed in 2017/18, it is now only available for the nationally coordinated sampling program, where bids are made via the regional trading standards groups.

If there are any areas in relation to food and feeding stuff sampling, within the annual national sampling priorities or regionally within TSSE, which are applicable to feed or food business in this authority, we will consider bidding for funds to facilitate this sampling.

5.2 Local Sampling

Oxfordshire Trading Standards, in addition to national funding, has its own budget for both feed and food, to enable it to focus on local priorities/intelligence.

Decisions as to which food to sample are made at the Tactical Tasking and Co-ordination group, based on intelligence from complaints, information from the Food Crime Unit and also horizon scanning such as crop shortages and problems found with produce in other countries along with the RASFF reports.

This authority has appointed Worcestershire Scientific Services, as the primary analyst and Hampshire Scientific Services, as alternative, to act as both food and agricultural analysts. A review is held yearly with the primary analyst.

5.3 Feed & Food Sampling Plan & Policy

The Service has a sampling plan and policy, which is at Annex 1 & 2.

6. Control and Investigation of Outbreaks and Food Related Infectious Diseases

Oxfordshire has a documented procedure for dealing with feed and or food hazard/incidents which either originate in this county or through the RASFF portal via FSA.

There is a joint hygiene outbreak plan provided by the District Council Environmental Health Services with the Health Protection Unit.

6.1 Food/Feed Safety Incidents

Oxfordshire has a documented procedure for dealing with food and or feed alerts. All food/feed alerts will be read by the duty officer/food/feed lead officers and is circulated to all officers. The appropriate lead officer(s), or a team leader in their absence, will make the decision whether further action is required and arrange for tasking of staff. There is also a procedure in the work instruction whereby Trading Standards will liaise with the District Councils when a food alert is received.

6.2 Liaison with Other Authorities

Oxfordshire Trading Standards food lead officer attends quarterly meetings of the Berkshire and Oxfordshire Food Liaison Group. with the District Council Environmental Health Services. The managers of these Services also form the Oxfordshire Better Regulation and Health Group.

Oxfordshire is part of the Trading Standards South East Group (TSSE), both for feed and food. The lead officers attend the 6 monthly meeting for feed and food.

We also have links with other organisations, these include APHA, VMD, RPA, Public Analysts, FSA and a variety of farm assurance schemes. Some of these also attend the TSSE meetings.

Sean Maclaren, our Senior Animal Health and Welfare Officer, is also the Chartered Trading Standards Institute (CTSI) lead officer for agriculture.

7. Feed and Food Standards Promotional Work

Trading Standards will support food related campaigns as they arise e.g. allergy awareness week, where they will follow the marketing campaign produced by the FSA.

Media requests are dealt with through Oxfordshire County Council's Corporate Communications Team. However, Oxfordshire County Council has its own Twitter account that can be used to highlight topical issues regarding food related issues, if approved corporately.

Oxfordshire Trading Standards Service has a comprehensive selection of guidance leaflets for businesses and consumers on food related topics, that are available to

download from oxfordshire.gov.uk, supplied by CTSI. Where appropriate there are links to other relevant websites including government websites.

8. Resources

8.1 Financial Expenditure

See main body of the Trading Standards Service Improvement Plan for a financial summary for the Service.

8.2 Sampling and Testing Budgets

The overall budget is also devolved for specific areas of sampling and testing of goods and services. For 2018/19 the following budgets have been set aside for these purposes:

Purpose	Budget 2017-18
Food Testing and Analysis	£20,000
Livestock Feeding Stuffs and Fertilizers Testing	£5,500

In the year 2017-18, the service took 60 food samples, although 33 were not reported on in the last financial year.

8.3 Staffing & Lead Officer

Lead officers for food and feed are appointed internally, as required by the Codes of Practice and are responsible for the operational management of the respective matters.

The County Council has an Officer's Code of Conduct. As part of this there is an obligation for staff to declare where they have a conflict of interest.

The lead officers for Feed and Food are respectively Sean Maclaren and Emily James, with Primary Production shared between the two lead officers. The FSA have been notified of these details and any changes will be reported to them.

There are a number of staff authorised to carry out this work.

10 staff are authorised under Food Safety Act. All of these are qualified and competent under the Food Law Code of Practice. All officers in the service are general enforcement officers and carry out work in relation to other statutes. The equivalent FTE for food standards enforcement is therefore, **2.09 FTE**. One additional contractor was used to complete food standards inspections last year.

3 staff, and 2 external contractors are authorised under the Agriculture Act. These officers have a range of competencies under the Code of Practice. Details of each officer's specific competencies are detailed in their training records. All of these officers also carry work in relation to other statutes. In 2017/18 our resource for all aspects of feed work equated to approximately **0.63 FTE**.

3 staff and 2 external contractors are authorised to carry out food hygiene inspections at a Primary Production premises.

Any Animal Health and Welfare staff and Feed officers who are not qualified under the Food Law Code of Practice are permitted to carry out inspections, give advice and take informal samples in conjunction with their other on farm activities. However, any enforcement action required, will be implemented under supervision of a qualified officer.

There are 2 regional feed officers within TSSE, both of whom may work across the region. Both are fully authorised by Oxfordshire Trading Standards for feed & food hygiene and animal health.

Area of Operation

Officers of this authority should normally only deal with matters arising within the jurisdiction of this authority, unless it has the consent of another Authority in whose area it wishes to undertake enforcement action.

When exercising agreed powers in another area, authorised officers must liaise with the relevant Competent Authority for the area they are visiting, in advance wherever possible. If it is not possible to give prior notice to the Competent Authority in which the business is located, for example in an emergency or out of hours, the Competent Authority must be notified as soon as possible.

8.4 Demand vs Resources – Inspections

The number of premises in 2018/19, where an intervention is due (i.e. an inspection or AES), versus the number planned, are outlined in section 4.1 on interventions.

Food

It is estimated, that to fully achieve the requirements of the Food Law Code of Practice, in respect of planned inspections, a total of 7.03 FTEs would be required. In total, the Service has 2.09 FTEs available for food law enforcement, including for the investigation of food related complaints and food sampling. As a result, the Service does not intend to fully comply with the requirements of the Code regarding inspection of food premises.

Feed

It is estimated we require 0.12 FTE's to achieve the feed inspection and sampling work we have committed to. This should be achievable as we had approximately 0.27 FTE's available last year.

Primary Production

It is estimated we require 0.02 FTE's to achieve the additional food inspection and sampling work we have committed to as part of the FSA's pilot scheme to visit primary products. This should be achievable give the reduction in the number of feed inspections.

Note – The above-mentioned estimates do not include preparation time, post visit administration or any revisits that may be required to ensure compliance.

In summary our planned programme of inspections does not meet the full requirements of the Food Law Code of Practice, but should meet the requirements of the Feed Law Code of Practice

Full details of demand vs resources can be found in Annex 3.

9. Staff Learning and Development Plan (Training)

All staff authorised for the purposes of enforcing the provisions of the food and/or feed legislation are suitably qualified (with some exceptions)* and deemed competent for their role. They also receive ongoing training in the appropriate subject areas.

**Some members of staff who are not qualified may still be required to undertake limited activities as identified in the Code of Practice as tasks that may be fulfilled by officers who are not qualified.*

Staff are authorised in accordance with the scheme of delegation for the County Council, by the head of Legal Services.

Assessment of competence and recommendation of authorisation of food and feed law enforcement Officers, is done by the appropriate lead officer, in accordance with the relevant Code of Practice and QP21.

Training needs are identified at one to ones in January of each year and individual plans are made. This is also a requirement of the CTSI Continual Professional Development (CPD) scheme (see below). These are passed to the training co-ordinator for collation and formation into a Service wide training plan. The training plans are incorporated into annual appraisals in April of each year and reviewed at one to one meetings, which happen every 4-6 weeks.

The Service subscribes to the CTSI CPD scheme, which includes the creation of a training and development plan incorporating training and development needs identified at appraisal, or which arise during the year. The development activity is then recorded with CTSI and audited periodically by CTSI.

All officers engaged in food standards/feeding stuffs enforcement complete their mandatory CPD each year, through a variety of different training processes.

The total CPD in hours is as follows:

- 20 hours-food & general

- 10 hours- feeding stuffs
- 4 hours- food hygiene at primary production

This CPD may include common enforcement skills or other of legislation which has appropriate overlap, where specific training is not available.

All officers and those engaged in auditing high risk premises, are trained to be lead auditors.

Where contractors are used to carry out food or feed work and their competence has been assessed and deemed satisfactory by another organisation or local authority, Oxfordshire shall also deem them competent, subject to written confirmation from that other authority or organisation.

10. Quality Assessment

10.1 Assessment and Self-Assessment.

Internal monitoring will be conducted every quarter, to assess how many high risk inspections have been completed and samples have been taken.

Feed work will also be monitored through the TSSE quarterly return. The programme of inspections and sampling are reviewed as part of completing the quarterly feed return and via team meetings, held at approximately 6 week intervals.

10.2 In Year Variations

The inspection and sampling plans may vary over the year. This is due to availability of samples at the premises we inspect and to accommodate that those businesses which may have ceased trading or no longer act as a feed/food business operator. In this case, we would substitute the visit with another business due an inspection. We will also leave some slots in the programme unassigned, to allow complaints to be dealt with.

11. Review

This plan is reviewed and updated annually.

11.1 Review of Performance

The Systems Thinking model encourages continual improvements to the system and identifying any systems blockages. These are reviewed at the Leadership Team meetings monthly. A formal review of the business plans and performance happens quarterly and actions for improvement recorded.

Whilst all of the officers in the service are competent, the recording of competencies is an issue for the Service. This is an identified area of improvement to ensure that Code of Practice requirements are met.

11.2 Areas of Improvement

Areas for improvement are incorporated into the following year's food and feed law enforcement plan, or dealt with as soon as possible, if there are no additional financial implications.

Areas for improvement identified for 2018/19 and beyond are as follows:

- Incorporate the key requirements of the new feed law code of practice and associated practice guidance into the 2018/19 food/feed plan. This includes:
 - updating any associated work instructions and controlled documents, such as inspections forms / enforcement notices
 - reconfiguring the existing feed assessment scheme, to reflect changes to the category codes, and scoring used to determine the total potential risk score, and remove the AES profile.
 - update the feed category codes on all feed premises within our database, and recalculate the frequency of inspection
 - review and update our competency assessment matrix
- Adopt a documented procedure for dealing with food hazards and incidents.
- Increasing our monitoring work to ensure that all food and feed interventions are being carried out to high and consistent standards.
- Improve the service we receive from our current analyst either by negotiating a new service level agreement with our current analysts, or by switching to a new provider. The aim is to reduce turnaround times on samples, improve communication, and imposing stricter penalties when the lab fails to meet the service level agreement.

Annex 1 – Feed Sampling Policy & Plan

Feed Sampling Policy

Sampling Policy

Sampling of feed is undertaken as part of national and regional projects, in response to specific complaints, to maintain consumer confidence and to support the training of feed officers.

Samples are taken for the purpose of chemical and/or microbiological analysis, or for checking compliance with labelling requirements, and may be obtained from all types of business within the feed chain, including (but not limited to),

- Feed Manufactures/Merchants, Food Business, Feed Stores, Livestock & Arable Farms, Feed Hauliers, Retailers etc.

All samples will be informal, except for those taken

- in relation to a complaint, investigation, or as part of a project which stipulates otherwise or
- used to support an officer who is undertaking the formal qualification in agriculture

An annual sampling programme will be drawn-up each year in April/May.

It will be risk based and as such consider the current national enforcement priorities, any regional projects and local intelligence - but will also have some flexibility to respond to unforeseen issues. Where appropriate, this plan will be drawn up in consultation with our agricultural analyst.

Sampling will only be undertaken by, or under the supervision of, suitable qualified and competent staff and in accordance with work instruction WI5 Animal Feed & Fertiliser Sampling.

In accordance with this (WI5), details of each sample obtained will be recorded on the UK Food & Feed Surveillance System Network (UKFSS Net). The only exception is where the sample was obtained solely for the purpose of reviewing the statutory statement, as it is not possible to record these checks on the system.

On receipt of the test certificate, the results will be disclosed to the FeBO where the sample was taken, and to the manufacturer if a fourth part sample was taken.

If any sample is deemed unsatisfactory, the issue will be referred to the feed distributor and or manufacturer's concerned, via the HA or PA principle/s, if appropriate.

Sampling Plan 2018-2019

National Feed Sampling Commitments **(externally funded)**

The FSA's 2018/19 national coordinated feed sampling project is focused on sampling for specific feed nutrients in final feed products at manufacturing premises. As we are not due to inspect any of our manufacturers this year we have not bid for any funding this year.

Independent Sampling **(internally funded)**

In addition to the FSA feed funding, we have an internal budget of £5,500 to undertake any additional sampling that is required.

This funding should be prioritised in the following order, to support consumer complaints relating to purchased feed, to undertake test purchasing and to support officer competency.

To maintain competency in sampling feed officers, authorised to take samples are required to obtain a minimum of 2 samples over the year and undertake at least 1 labelling check.

There are no set requirements about what to sample and it is up to the discretion of the officer as to what, if anything, to sample whilst on inspections.

However, officers are encouraged to target any feed that may have:

- originated either from the food industry, i.e. former food stuffs and in particular bakery waste
- or have been contaminated i.e. because of carry over, in the manufacture process or because of inappropriate storage/treatment etc
- or any feed that is either unlabelled, or it clearly labelled incorrectly and/or contains suspect claims

Annex 2 – Food Sampling Policy & Plan

Sampling of food is undertaken as part of national and regional projects, in response to specific complaints or part of an investigation, to maintain consumer confidence and to support the training of food officers.

Samples are taken for the purpose of chemical analysis, or for checking compliance with labelling requirements and may be obtained from all types of business within the food chain including, retailers, caterer, schools, manufacturers, importers and online.

Whether a sample is taken formally, or informally, is taken on a case by case basis and depends on the volume of product available. Other factors which may determine whether a sample is taken formally or informally are:

- in relation to a project which stipulates how the sample should be taken;
- used to support an officer who is undertaking the formal qualification in food.

An annual sampling programme will be drawn-up each year in April/May.

The sampling plan is left deliberately non-specific to take into account local intelligence which happens throughout the year and also to allow for complaint samples. Where appropriate this plan will be drawn up in consultation with our public analyst.

Sampling will only be undertaken by, or under the supervision by suitable qualified and competent staff and in accordance with work instruction WI2 Food Sampling, the Code of Practice and the Sampling and Qualifications Regulations.

Details of each sample obtained will be recorded on the UK Food & Feed Surveillance System Network (UKFSS Net).

On receipt of the test certificate, the results will be disclosed to the food business operator where the sample was taken.

If any sample is deemed unsatisfactory, a decision will be made on a case by case basis as to the best course of action.

Sampling plan at beginning of 2017

<u>Month</u>	<u>Sampling Theme</u>	<u>Number of Samples proposed</u>
	Reactive samples/Intel led samples/high risk premises samples	20
	Food supplements	TBC
	Internet samples – samples of foods sold online in Oxfordshire.	15

Annex 3 – Calculation of Demand vs Resources

Food Inspections

Demand vs Resources – Food Inspections

Requirement	Minimum Number of Visits (per year)	Resources Required	Available Resources	Requirement Met
Visit all new food businesses within 28 days	480	1.08 FTE		In part
Visit all A risk rated food premises	14	0.03 FTE		Yes
Visit B risk rated food premises every 2 years	1877	4.23 FTE		No
Visit (or AES) C risk rated food premises every 5 years	751	1.69 FTE		No
Total	3122	7.03 FTE	2.09 FTE	

Demand vs Resources – Feed Inspections

Premise Type		ACTSO Codes	Total Number of Premises	Number of Inspections		Ave. Insp. Time^ (days/or parts of)	Number Working Days Required to deliver (days/or parts of)	
	Description			Due	Plnd*		Insp Due	Planned Insp
R1- R5	Manufacturers	E1	5	1.8	0	1.00	1.8	0
R12	Co-product producers	E12	15	8.3	4	0.50	4.2	2.0
R4	Mobile Mixers	E6	1	0.5	1	0.50	0.3	0.5
R1-R3, R5 & R7	Importers	E10	2	0.7	1	0.50	0.4	0.5
R9	Stores	E9	5	0.3	2	0.33	0.1	0.7
R1-R3 & R5	Distributers	E2	21	3.5	5	0.33	1.2	1.7
R8	Transports	E9	12	1.7	2	0.33	0.6	0.7
R10 - R11	On Farm Mixers.	E7	154	6.7	9	0.33	2.2	3.0
R6	Pet Food Manufacturers	E3	4	9.3	2	0.40	3.7	0.8
R7	Suppliers of Feed Materials / Surplus Food	E1	77	13.2	13	0.40	5.3	5.2
R13	Livestock Farm	E08	1388	12.5	13	0.33	4.1	4.3
R14	Arable Farms	E11	218	2.3	3	0.25	0.6	0.8
Total Number Inspections				61	55	-	-	-
				Total Time Requirements~			25	20
				FTE's Required (estimated)			0.11	0.09

Notes

The visits due figures have been rounded to the nearest whole number.

* = Plnd - Number of Inspections planned.

^ = Average Inspection Time - this figure represents the average time spent at the FeBO, as agreed by TSSE Feed Group, and does not include any time, relating to the preparation, follow up or administration relating to the inspection.

~ = these totals, have been rounded to the nearest whole number.

Demand vs Resources - AES

Premise Type		ACTSO Codes	Total Number of Premises	AES (tier 1)		Ave. Insp. Time^ (days/or parts of)	Number Working Days Required to deliver (days/or parts of)	
				Due-	Plnd*		Insp Due	Planned Insp
Description								
R9	Stores	E9	4	0	0	0.075	0.0	0.0
R1-R3 & R5	Distributers	E2	14	0	0	0.075	0.0	0.0
R8	Transports	E9	14	0	0	0.075	0.0	0.0
R10 - R11	On Farm Mixers.	E7	138	0	0	0.075	0.0	0.0
R6	Pet Food Manufacturers	E3	3	1	0	0.100	0.1	0.0
R7	Suppliers of Feed Materials / Surplus Food	E1	66	0	0	0.100	0.0	0.0
R13	Livestock Farm	E08	1579	60	50	0.075	4.5	4.5
R14	Arable Farms	E11	294	31	0	0.063	2.0	2.0
Total Number of Inspections				92	50	-	-	-
				Total Time Requirements~			7.0	6.5
				FTE's Required (estimated)			0.03	0.03

Notes

- = Due – 20% of all premises qualifying for EA are theoretically due, as AES operate on a 5-year cycle.

* = Plnd - Number of AES planned.

^ = Average Inspection Time - this figure represents the average time taken to complete an AES, as agreed by TSSE Feed Group, and is calculated as 0.25 of the average time taken to complete a full inspection.

~ = these totals, have been rounded to the nearest whole number.

Demand vs Resources - Primary Production Inspections

Premise Type		ACTSO Codes	Total Number of Premises	Number of Inspections		Ave. Insp. Time^ (days/or parts of)	Number Working Days Required to deliver (days/or parts of)	
				Due	Plnd*		Insp Due	Planned Insp
Description								
Horticultural / Soft Fruit Growers		n/a	26	1	10	0.5	0.5	5
Total Number Inspections				1	10	-	-	-
				Total Time Requirements~			0.5	5.0
				FTE's Required (estimated)			0.00	0.02