FS65E
August 2016

Hillingdon Council Statutory Food Service Plan for Inland Food Law Enforcement

Year 2026/2027

Residents Services

Contents	Pages
Introduction	3
Section 1: Food Control Service Aims and Objectives	5
Section 2: Background information	7
Section 3: Service Delivery	12
Section 4: Resources	18
Section 5: Quality Assessment	21
Section 6: Review	22
Glossary	27

Introduction

This Service Plan sets out how the Council intends to provide an effective food safety service that meets the requirements of the Food Standards Agency (FSA) Framework Agreement. It covers the functions carried out by authorised officers of Hillingdon Council's Inland Food Health and Safety Team under the provisions of the Food Safety Act 1990, the Food Safety and Hygiene (England) Regulations 2013 and relevant regulations made under EU derived legislation and direct EU legislation in accordance with the European Union Withdrawal Act 2018 which is amended by The European Union (Withdrawal Agreement) Act 2020.

The Head of Service will give a briefing outlining this plan to the Cabinet Member for Residents Services. The Head of Service will quarterly review performance against the plan.

It is the intention to produce a new plan which will be approved every year and include changes which form part of the FSA led change program known as ABC Achieving Business Compliance. Updates will consider any regulatory changes emerging out of EU withdrawal. The plan will ensure that all higher risk premises are routinely inspected at a frequency set out in the FSA Food Law Code of Practice. The plan also sets out a risk based, and intelligence led approach to inspect lower risk establishments and use flexibilities provided for in the Food Law Code of Practice to conduct remote checks where possible.

The pace of this work will be determined in part by subsequent investigations following programmed inspections, the need to follow up with enforcement, dealing with emerging intelligence on unsafe food from the ports, other Local authorities and the FSA incidents advice team.

This service plan for 2026/27 does not consider the arrangements within the Imported Food Office to deliver food official controls at the Border Control Post at Heathrow.

Key issues for 2026/2027

The service is currently under performance measures for food hygiene delivery supervised by the Food Standards Agency. An action plan has been produced with key milestone targets to be achieved (See Appendix 6.)

In 2025 /2026 The service made good progress to recover a back log of Category D (lower risk) food hygiene inspections and increased the use of a range of alternative official controls (including but not limited to part inspection) to provide suitable assurance to the FSA on our direction of travel.

Alternative official controls advocated by the FSA which may also include desktop exercises to verify compliance are dependent upon engagement of business who are

broadly accustomed to inspections, this combined with an increased number of interventions due makes for a challenging year again in 26/27.

Category E hygiene establishments have received consecutive advice only (non-official controls) over a number of ‘inspection’ cycles. The expectation is therefore to carry out official controls to check compliance. There are at the time of writing 426 outstanding E’s which is highly challenging within current capacity of the team.

The service will continue to align with the updated food standards risk rating regime in line with the Food Standards Agency food standards delivery model. New risk ratings are applied for food standards assessment from 1st April 2025 and steps will be made in year to continue to record the new risk rating scores for food standards within an updated information management system.

Implications of the Target Operating Model for imported food and impacts on the food supply chain are beginning to come into focus. In the year prior we have seen a significant number of imported food consignments making their way inland without the proper clearance of port health officials at a Border Control Post leaving officers from the team to conduct reasonable enquires and serve notices to detain seize and/or destroy food. This is expected to be a trend that continues.

Although we have progressed recruitment with one new appointment, pending) this is balanced by, one staff member moving to part-time hours and one staff member leaving in October, this creates ongoing pressure on staffing levels and service resilience.

There are continuing high levels of registrations, and these do not appear to be changing. Whilst we continue to triage the number of inspections this adds to the program of inspections and remains challenging. Unlike other teams such as Licensing there is no permitted fee structure for registration of food premises and consequently no income arising out of additional new registrations.

Other unplanned work dealing with established non-compliance is expected to draw down time including work to deal with illegally imported food and or food that does not meet the food safety requirements.

The understanding of allergens and compliance with legal requirements is varying, many small businesses continue to struggle with providing accurate allergen food information. Poor allergen information is expected to drive increased visits to secure compliance under the news food standards delivery model.

Section 1: Food Control Service aims and objectives.

1.1 Food Safety and Food Standards

To ensure that all food and drink intended for sale for human consumption that is produced, stored, distributed, handled, or consumed in Hillingdon Council is safe, hygienic and compliant with food hygiene and standards legislation and that all food premises and food handlers comply with the Food Hygiene Regulations. This will be achieved through:

- Programmed inspections.
- Targeted interventions.
- Investigation of complaints.
- Investigation and control of infectious diseases.
- Sampling initiatives.
- Training and or advice
- Other local authority action.

1.2 Links to corporate aims and objectives

The Food Health and Safety Team works toward objectives covering Food Hygiene, Food Standards, Health and Safety and Public Health Protection. All aspects of this work are linked most clearly to two of the five Councils commitments to residents. These are.

Safe and Strong Communities

"Hillingdon is a safe place with resilient, strong communities…."

- **The Food Health and Safety Team will act on intelligence concerning unsafe food practices and ensure unsafe food is removed from the market and poor food safety practices are improved.**

A thriving economy

"We are actively working with local businesses and partners to create a borough where businesses grow within a strong economy and local people can improve their skills and enjoy good quality jobs."

- **The Food Health and Safety Team will wherever possible work with regulatory partners and business partnerships to share information. We will act by giving advice concerning safer food, and work toward demonstrating why safe food is better for business.**

OUR AMBITIONS FOR RESIDENTS

"We want all our residents to":

Feel safe from harm.

- **The Food Health and Safety Team will conduct routine food sampling and food inspections and inform residents of food hygiene rating scores. We will deal with the poorest levels of compliance by acting urgently to protect residents and consumers by removing any risks to health.**

Our ambitions for the council

"We will strive to be an efficient, well-run, digital-enabled council working with partners to deliver services to improve the lives of all our residents."

- **The Food Health and Safety Team will place significant emphasis on the capture of contemporaneous evidence, security, and safe storage of physical as well as digital information with data protection firmly in our minds as well as freedom of access to 'public' information.**

- **The Food Health and Safety Team will support a review of service access, triaging and performance management with a view to improve regulatory support.**

Section 2.0 Background information

2.1 Profile of Hillingdon Council

The area covers Harefield Village and Northwood in the north to Heathrow in the south and from Uxbridge in east to Yeading in the west. Over half of the borough is rural countryside and parkland. The south of the borough is home to London Heathrow Airport.

There are 2496 registered food businesses, including 119 waiting their first inspection including retailers, restaurants, and caterers. There are a number of areas with high concentrations of food businesses, most notably London Heathrow Airport, Uxbridge Town Centre, Ruislip Town Centre, Ruislip Manor, Hayes Town Centre, and Eastcote.

The Office for National Statistics (ONS) sub-national population projections estimate that in 2020 there are 309,300 people living in Hillingdon. Hillingdon is an ethnically diverse borough with 49.5 percent of residents from black and minority ethnic groups. Neighbouring boroughs are South Bucks, Three Rivers, Hounslow, Ealing, Harrow, Slough, and Spelthorne.

All interventions with businesses and members of the community are carried out with regard to the local authority's commitment to equality diversity and inclusion.

2.2 Organisational Structure

The staff structure of the Food Health and Safety Team can be seen in Appendix 1. A summary of officer duties is in Appendix 2.

In addition to the food service, Environmental Health Officers (EHO's) carry out investigations of health and safety complaints and priority health and safety programme inspections and accident investigations. EHO's also provide the advisory and enforcement framework for public health legislation and will liaise with Health Protection teams on food poisoning and other cases of infectious diseases. The Food service also includes regulation feed for animals.

Office Hours Service Contact details 9am – 5pm

Email: **foodhealthandsafety@hillingdon.gov.uk**

Out of hours: 5pm to 9am and at Weekends

Telephone: **01895 250111**

Northwest London Health Protection Team at the UKHSA advise Hillingdon Council Food Health and Safety Team on infectious disease control.

2.3 Scope of Food and Feed Service

The Food Health and Safety Team is responsible for the enforcement of the Food Safety Act 1990, Food Safety and Hygiene (England) Regulations 2013 and other principal food safety legislation including regulations related to food information. Officers of the Food Health and Safety Team carry out health and safety, smoke-free, and infectious disease investigations alongside food hygiene and food standards interventions and regulation of private waters.

A regional feed lead selected by National Trading Standards carries out feed inspections.

Hillingdon Council carries out all functions relating to food safety matters, including the following:

- Carrying out interventions e.g. Inspections, audits, sampling at food establishments.
- Carrying out inspections at feed establishments.
- Providing advice to food business operators including help on implementing the Food Standards Agency's Safer Food, Better Business food safety management system.
- Providing advice to food business operators including help on implementing the most appropriate food safety management system to the business.
- Operating inland imported food control at retail and catering establishments etc.
- Registration and approval of food and feed establishments.
- Identifying and assessing premises that require approval of specific food products and ensuring that they are issued with conditional and full approval, as necessary.
- Undertaking food sampling.
- Issuing export certificates.
- Investigation of complaints concerning food establishments and food handling practices.
- Investigation of cases of suspected and confirmed food poisoning.
- Providing advice and training.

2.4 **Demands on the feed and food enforcement service**

The local authority's food safety service is delivered from:

Hillingdon Council,
Public Protection and Enforcement.
High Street,
Uxbridge,
Middlesex, UB8 1UW.

9 am until 5pm opening hours

A standby service is available for emergencies out of hours 5pm through to 9am and weekends. As of May 26th, 2026, a total of 2326 food premises are registered for food hygiene interventions as per the table below.

Type of Premises	Number year beginning 25/26	Number Year beginning 26/27
Distributors/Transporters	65	↑ 67
Manufacturers/Packers/Processors	36	↑ 39
Primary Producers	4	↓ 3
Hotels and Guest Houses	46	↓ 44
Importer/ Exporter	29	↔ 29
Restaurants cafes and other caterers	**771**	↓ **630**
Supermarkets	64	↑ 68
Pubs and Clubs	131	↑ 133
Smaller and other retailers	637	↑ 643
Takeaways	274	↑ 288
Caring Establishments	163	↑ 174
Schools and Colleges	136	↑ 144
Mobile Food Units	55	↑ 64
Total	2411	2326

↑ Up on last year ↓ Down on last ↔ Remains the same

In addition to businesses that form part of the programme, the team received on average 38 new food registrations each month to process, this is down from the previous year. Out of these a proportion of these businesses do not start, do not receive an inspection and do not become part of the programme.

There are just under 36 approved premises ranging from a small on farm dairy to airline meal manufacturing down from last year's 39.

There are 54 premises registered to be handling feed products.

The southern part of the borough has a diverse population. Some food handlers may have limited English language skills. This can also apply in other parts of the borough. Heathrow Airport is a major transport hub in the area. It operates four terminals. It has a large and complex water supply network, deemed to be a private supply and subject to Local Authority regulation.

Heathrow supports hundreds of food businesses in and around the airport. It also serves millions of passengers each year and is the largest single site employer with over 90,000 people working there. Food business in and around Heathrow operate in different settings:

- Open areas within terminal concourses
- Remote locations such as terminal gates, airside.
- Cargo and logistics
- Landside commercial
- Warehousing and distribution centres
- Transport Infrastructure
- Airline catering

2.5 **Regulation Policy**

Hillingdon Councils approach is set out in a published London Borough of Hillingdon Enforcement Policy adopted by Cabinet in October 2021.

All food premises are rated according to their level of risk, as defined by the Food Standards Agency Code of Practice. The risk rating regime for food hygiene determines the frequency and nature of the interventions that are classed as official controls. The table below provides a summary:

Category	Intervention Type	Frequency
A	Inspection	6 months
B	Inspection	12 months
C non-broadly compliant	Inspection	18 months
C broadly compliant	Inspection, partial inspection, or audit alternating with verification check. (FHRS SCORES 4 and 5)	18 months

D	Inspections (option to carry out verification check (type of food and method of handling less than 30)	24 months
E	Advice only (no visits)	36 months

Following an audit/inspection of a food business, an inspection report is provided to the food business, clearly detailing any contraventions found and what action is required by the proprietor to meet the requirements of the law.

Verbal advice is also given on matters of best practice. Each premise is assigned a risk category, based on the type of business and the type of food prepared as well as the conditions found at the premises at the time of inspection.

Food Standards in food premises are risk assessed differently using a decision matrix assessing inherent risks in a business and levels of compliance.

Scores are averaged and rounded up before being applied with an overriding priority for poor performing businesses. So therefore, where a score of 1 is assessed for compliance 1 will be the score despite other scores. Interventions for poor performing businesses can be as frequent as monthly (typically every 3 – 6 months until compliance is achieved.) Unlike the current food hygiene approach risk assessment may be reviewed on revisits and other types of official controls.

For other businesses interventions do not always require inspections and unlike the current hygiene approach risk assessment may be reviewed following interventions that are not inspections. For example, following the receipt of specific intelligence that is corroborated and verified.

FOOD STANDARDS TABLE DECISION MATRIX

Inherent Risk Profile	1	2	3	4	5
5	12 Months	24 Months	60 Months	72 Months	120 Months
4	Priority Intervention 6 Months	12 Months	36 Months	48 Months	72 Months
3	Priority Intervention 6 Months	12 Months	24 Months	36 Months	60 Months
2	Priority Intervention 3 Months	Priority Intervention 6 Months	12 Months	24 Months	36 Months
1	Priority Intervention 1 Month	Priority Intervention 3 Months	Priority Intervention 6 Months	12 Months	24 Months

Compliance Assessment

Section 3.0 Service Delivery

3.1 Food interventions

The work plan for food safety for this year along with performance measures is included in Appendix 3. There are both national and local (corporate) drivers for service delivery. Nationally, the obligations on food law enforcement authorities arise from the Food Law Code of Practice and Guidance. Locally we align with the Council Commitments and report inspections performance on a quarterly basis.

Officers will use the prescribed code of practice intervention frequency intervals to inspect high risk food establishments and work towards greater use of flexibilities available in dealing with lower risk food businesses.

The aim is to complete Food Hygiene A, B, C, D inspections in 2026/2027.

As a unitary authority the team deal with both food hygiene and food standards (in two tier authorities food standards is dealt with by Trading Standards.) As such wherever possible officer will review the Food standards risk rating following a hygiene inspection applying the decision matrix above to determine next interventions dates.

In all the work conducted by the Food Safety Team, priority is given to food hygiene and food allergen information and allergen cross contamination. Officers will, also combine health and safety interventions in specific circumstances.

Inland food sampling is undertaken throughout the year. Priorities are set out within a sampling programme, see Appendix 4. Outside of these priorities activities will be informed by local intelligence. The FSA are expected to continue with independently taking food samples and reporting non-compliance for information and action.

All officers undertaking inspections, investigating complaints, giving advice, and taking samples, will be authorised in accordance with the requirements relating to qualifications and experience laid down in the Food Law Code of Practice.

During the course of delivering the food safety service, officers may need to resort to formal action in some circumstances which will extend into intensive revisit activity, follow on correspondence, notices and sometimes action in the local magistrate's court. These actions are in addition to programmed interventions. Revisit activity shall focus on those businesses where preparation, cooking, or handling of open high-risk foods by caterers and retailers is taking place. Where it is evident that a food business intends to request a revisit under the hygiene rating scheme compliance checks on a revisit will often be deferred until this re inspection take place.

Details of formal action and revisit activity undertaken in 2025/2026 is set out in the following table:

Type of formal action	Number 24/25	25/26

Hygiene Improvement Notice	21	23
Food Standards Improvement Notices	10	8
Removal from Sale illegal imports (TARP Reg 19)	5	3
Remedial Action Notice	1	0
Suspension/withdrawal of Approval status	0	0
Emergency Prohibition Notice Prohibition Order	0	1
Voluntary Closure	16	20
Seizure/detention of food / surrender	3	7
Simple Caution	0	0
Prosecutions Instigated	6	2
Prohibition of people following prosecution	0	0
Hygiene Revisits	47	50
FHRS Re Rating Inspections	39	25
Food Standards Revisits	5	3

3.2 **Food complaints / service requests**

The Food Health and Safety Team adopt the principles laid down in the Regulators Code which states that regulatory activities should be based upon risk, that regulators should provide clear information, guidance, and advice and to share information about compliance. The local authority's enforcement policy outlines the enforcement options

available for dealing with problems relating to non-compliance with the legislation and can be found at www.hillingdon.gov.uk.

The investigation of customer's complaints and service requests is an important area of work for the team. The Council will acknowledge receipt of complaints within 5 days and target a more detailed response when necessary, within 15 days. In 2025/2026 the team recorded 499 service requests a change from 427 in the year prior. 472 were food service requests. The table below highlights the substantive complaint types.

Complaint Type	**Number of requests 24/25**	**Number of requests 25/26**
Food Hygiene Unsatisfactory Practices/ conditions	74	85
Suspect Food Poisoning	70	55
General Advice and Enquiry	35	69
Labelling and Description	51	43
Export Certificates	1	1
FHRS Revisit Requests and Appeals	69	52
Freedom of Information Request related to Food	30	15
Out of Date Food	9	24
Pests	22	19
Foreign Body	21	26
FSA Incidents	Not Reported	15
Other	35	68
TOTAL	417	472

SAR's	Not reported	13
Health and Safety		14

3.3 **Primary and home authority principle**

The Home Authority Principle was developed by food and trading standards authorities to aid consistent enforcement. The scheme provides businesses with a home authority source of guidance and advice and provides a system for the resolution of disputes.

Alternatively, businesses can form a 'Primary Authority' statutory partnership with a local authority to assist with consistent enforcement. The guidance and advice the local authority provides must be taken into consideration by officers conducting inspections and dealing with instances of non-compliance.

Hillingdon Council fully endorses the Primary Authority principle and currently acts as lead for Airport Retail Enterprises Ltd and Panda Fluff. The companies are charged at an hourly rate.

The team will consider further partnerships with local businesses where this may be of mutual benefit.

3.4 Advice to business

The service provides some basic advice and support for all food businesses on request. Information is also available on the local authority website.

www.hillingdon.gov.uk/environment-issues

Up to 20 minutes of free coaching on Safer Food Better Business may be integrated into the inspections process for businesses.

Additional coaching on Safer Food Better Business may be offered to non-compliant premises on a cost recovery basis.

Hygiene and allergen awareness training can be delivered in the classroom. These sessions have previously received positive feedback from attendees. Training will be delivered based upon demand.

3.5 Sampling

A food sampling programme is produced every year which outlines the local authority's sampling strategy and approach to specific local and national demands.

The Northwest London Food Liaison Group co-ordinate the regions sampling programme and authorities may opt in. UKHSA 'Field Services' coordinate Microbiological studies across the London Region and further afield.

The sampling programme incorporates priorities identified locally by the team funded from budget. Imported Food and directed sampling is funded by the FSA.

Microbiological examinations are undertaken by UKHSA Food, Water and Environmental Laboratory.

UK Health Security Agency
61 Colindale Avenue
London
NW9 5EQ

Email fwem@ukhsa.gov.uk

london.region@ukhsa.gov.uk

Telephone 020 8327 6548 / 6550 / 6551

Other food samples are sent to the Public Analyst for food testing. The analysis includes testing for food composition and contamination.

Public Analyst Scientific Services Limited
i54 Business Park
Valiant Way
WV9 5GB
Wolverhampton

Email: info@publicanalystservices.co.uk

We would aim to take the food samples set out in the 2026/27 Sampling Programme.

3.6 Control and investigation of outbreaks and food-related infectious disease

The Food Safety Team will investigate food-related infectious disease notifications in accordance with procedures agreed with the Consultant in Communicable Disease Control (CCDC). The response to notifications of illness will be dependent on the risk group and the severity of the infection e.g., E. coli and Salmonella Typhi will attract a higher priority as would a vulnerable person and person working within the food industry.

The team assist the CCDC with delivering samples pots to residents for clearance before they can return to work and/or to inform possible transmission of disease.

North London Health Protection Team

North London HPT

UK Health Security Agency
5th Floor, 10 South Colonnade

London
E14 4PU

0300 30 30 450
london.region@ukhsa.gov.uk for notifications and enquiries of infectious diseases that contain Patient Identifiable Information.

Seventy food poisoning / suspect food poisoning reports were received in 2024 – 25. These are normally reports from consumers and are not confirmed microbiologically in a laboratory. Standard advice is provided online concerning suspected food poisoning.

3.7 Food safety incidents

Food alerts are issued by the Food Standards Agency to relate information on national food issues to local authorities, the majority being for information only. Food alerts for action require council to undertake a wide variety of courses of action dependent upon the location and the concern. More significantly the FSA Incidents division have increasingly been emailing the service with withdrawal requests, the service has also seen an uplift on request from ports where consignments have left border control without clearance and a review is underway of resilience needed to respond.

3.8 Liaison with other organisations

The Food Health and Safety Team involves a number of stakeholders in the supply and operation of its food hygiene services including:

- United Kingdom Health Security Agency
- Local Food Liaison Group
- Business Groups
- Public Health (Hillingdon Council)
- Food Standards Agency
- Better Regulation Delivery Office

3.9 Food safety and food standards promotions

Hillingdon Council participates in the Food Standards Agency National Food Hygiene Ratings Scheme. The scheme is designed to provide information about business hygiene standards to members of the public but is also a useful tool to drive up performance standards of food businesses.

Wherever a prosecution is necessary the team seek to promote this with our own media outlets as well as working to draw attention from outside. Results may be used within officer face to face interactions with businesses to incentivise businesses to comply. We seek opportunities to publish cases in the Environmental Health News to demonstrate excellence to other Local Authority colleagues.

Section 4 Resources

4.1 Financial

The budget for 2026/2027 is shown below. For comparison, the previous financial year is also provided. Part of the budget for Food, Health and Safety is required for other (non-food related) functions.

Food Health and Safety Team Cost Centre 51500

2025/26	Actuals	
Staffing	678,228	(under budget 24,372)
Non-Staffing	26964	(over budget 4864)
Income	14178	(over budget 1378)
Net Actuals	**691030**	**(under budget 20887)**

2026/27	Budget
Staffing	691,800
Non-Staffing	22,100
Income	12,800
Net Budget	**701,100**

Income in 2025/2026 arises largely from Food Hygiene Re Rating requests. The pressure on non-staffing arose out of counsel fees. Budget will need to be identified from within the Public Protection Service to hold up additional counsel and expert witness fees in the forthcoming year to support a crown court case scheduled in Q3.

Additional casual hours staffing has been budgeted through ‘overtime’ approximating to the equivalent of 0.3 FTE; one additional member of staff is scheduled to join the team in September.

In the event of legal proceedings arising from food safety issues, costs are met from within the cost centre and assistance from legal services will be sought to recover costs via the courts and collections service. Any extraordinary yet foreseeable costs may be budgeted for through other service areas as a contingency.

There is an ongoing risk to full cost recovery in complex cases involving micro businesses, given their limited financial capacity and the Council’s dependence on court-led debt recovery.

4.2 Staffing Allocation

All enforcement officers have access to a laptop computer (containing database, e-mail and word processing and spreadsheet packages. All personal computers in the team have internet access. Inspectors have access to the ‘Knowledge Hub’ as well as food policies and procedures held on a document management system using an online third-party supplier.

All service requests, enquiries and food registrations are administered by a Triage Support Service.

All officers performing food safety enforcement duties are appropriately authorised taking into consideration qualifications and competencies as laid out by the Food Law Code of Practice.

Five EHO's are authorised without restrictions, two food safety officers completed a pathway to registration as Environmental Health Officers and are working toward completing remaining competency areas to lift final restrictions

A structure chart is available in Appendix 1. Hillingdon Council is a unitary authority meaning Environmental Health Officers deal with both Food Hygiene and Food Standards. The number of full time equivalent (FTE) staffing to food hygiene at the beginning of the year is set out in the following table:

Officer Post	Staff	FTE
Team Manager (EHO)	1	1
Environmental Health Officers (EHO's)	6	6
Regulatory Compliance Officer	1	0.5
Casual Hours EHO	1	0.3
EHO (Vacant) (Agency cover)	1	1
Less (deployment to non-food related duties,)	-	-0.5
Total		**8.3**
Less deployment to food standards	-	1
Total	**10**	**7.3**

The number of full time equivalent (FTE) officers deployed to food standards is estimated to be one. Members of staff (i.e. number of people) that make up the occupied resource that was available on 31 March 2026 to undertake official food controls; i.e. how many members of staff are behind the FTE figure is highlighted above.

The current staffing resource is sufficient to complete hygiene inspections, in CAT A - D and combine food standards interventions whilst completing highly prioritised revisits and enforcements.

Current staffing levels are **not sufficient** to fully meet the expectations set by the Food Standards Agency's Food Law Code of Practice. This shortfall particularly affects our ability to carry out **routine interventions within the required timeframes**. The main impact is on **low-risk (Category E) establishments**, where we are unable to consistently complete interventions at the intervals set out in the Code.

Some additional contingent or casual hours would assist with meeting all FSA expectations on intervention frequencies.

4.3 Staff Development Plan

The service will ensure that Food Safety Service officers are appropriately qualified and receive regular development to maintain and improve appropriate levels of competency.

Staff shall refer to the FSA competency framework for Food Law Enforcement Officers in determining their development objectives for the year.

Staff are encouraged to maintain an equivalent of at least 20 hours of CPD per year split into 10 hours on core food matters and 10 hours on other professional matters. This will be achieved through a combination of activities, including training, where this is available and shall be met within existing budgets.

The staff development approach comprises of:

- The employment of competent enforcement officers capable of food law enforcement.
- The employment and development of experienced environmental health officers including officers wishing to return to food law enforcement.
- The employment and competency development of graduates and an apprentice.
- Evidence of formal qualification (sight of qualification certificates prior to commencement of work).
- Support for safety officers so that they may complete professional practice portfolio.
- In-house and external competency-based training, including online training.
- Identification of training needs through the Council's appraisal process (PADA) and ongoing performance monitoring at 1-1 supervision meetings.
- Staff are given access to an online training service offering online courses and on demand webinars in food safety.
- Food Hygiene Rating Consistency exercises.
- Staff are encouraged to review the Food Competency Framework to identify any gaps in competency.

Section 5 Quality assessment and performance management

We aim to have the following monitoring arrangements in place, to maintain service standards within the Food Health and Safety Team:

- Conducting three documentary checks of records completed following on from food official control visits each quarter.
- 2 Peer Reviewed inspections per officer per year.
- Monitoring of 100% notices before sending.
- Audit of FSA data inputs.
- Validation of hygiene rating score by cross checking recorded compliance scores.
- Food Hygiene Rating Consistency exercises.
- 1-1 supervision meetings, six monthly appraisals and annual appraisals.
- Controlled document management of policy and procedure documents.
- Regular team meetings.
- All statutory returns are checked and verified by a Team Manager before submission.

Section 6 Review

6.1 **Review against the service plan.**

A review of this plan will be undertaken periodically through the year through one-to-one assessments and more widely across the team so feedback may be given to the team on progress.

Details of the team's performance against the targets set in the food and safety team's 2025/ 2026 work plan can be found at Appendix 5.

Two prosecutions were concluded.

> Hayes takeaway fined £14,000 after multiple failed inspections | Hillingdon Council
>
> Harlington business fined more than £24,000 for filthy kitchen and dangerous food preparation | Hillingdon Council.

- Two additional cases remain pending an outcome one of which has been referred to the Crown Court.

Priority Inspections from the work plan and other interventions completed from 2025/2026 are shown in the table below. The numbers represent the **current risk category of the business at the end of the year (March 31st, 2026.)**

Outstanding priority inspections from the high-risk priority programme are highlighted in Appendix 5 Workplan end 2025/2026.

Table 1. Food Hygiene Interventions completed showing resulting Risk Category

Resulting Risk Category	Programmed Interventions completed	Ceased Trading*	Remaining Open and overdue
A	10	2	0
B	100	11	0
C	348	40	3
D	417	72	4
E	113	35	400
Outside of programme	0	unknown	unknown
Total	988	160	407

*Number ceased trading is determined following a programmed intervention, i.e. out of the ten A's eight risk rated inspections were completed and two were marked ceased trading.

Table 2 Food Standards Interventions completed showing resulting risk category

Resulting Risk Category	Programmed Interventions completed	Ceased Trading*	Remaining Open and Overdue
P1	2	1	5
P2	66	46	85
P3	45	11	29
MR 1 -3	688	106	264
LR 1 - 4	378	61	194

There were eight (8) remaining Category A's from the old rating scheme at year end awaiting an inspection. These will be encompassed into the new P1 and P2 risk categories.

The table below shows all premises per inspection risk category which are due a hygiene intervention before 31st March 2027.This includes those that remain outstanding from the previous year.

Table 3. Food Hygiene due 2026/2027

Category at beginning of Year	Interventions to complete
A	15
B	110
C	323
D	412
E	477
U	94

The table below show all premises per inspection risk category which are due a standards intervention before 31st March 2027.

Other category interventions will be combined wherever possible with hygiene inspections. The priority of standards interventions and the approach (inspection or non-inspection based) will begin to more fully align to the new food standards delivery model.

The table below shows all premises per inspection risk category which are due a standards intervention before 31st March 2027.This includes those that remain outstanding from the previous year.

Table 4. Food Standards Due 2026/2027

Category at the beginning of the Year	Interventions to complete
P1	5
P2	90
P3	54
MR1 – MR3	586
LR1 – LR 4	232
U	94

Table 5 2025/2026 Sampling

The Food Safety Team took Fourteen food samples, of which six were reported as unsatisfactory (U) Planned sampling programme was not completed.

Samples Taken	Pesticide Residue	Colours / Additives/ Labels	PAH and Benzopyrene	Undeclared Allergens	Aflatoxins	U
Imported Soft Drinks		4				4
Nigerian Fish			2			0
African Suya Mix and Melon Seeds					2	1
Herbs and Spices	2					1 (Kasuri Methi)
Cakes				2		0
Rice dishes				2		0

On the table above, under colours/ additives, labels findings were unauthorised use of sweeteners, unauthorised colours, excess preservatives. An energy drink from the USA did no meet all the expected labelling requirements including an expectation to provide a caffeine warning.

One sample of Kasuri Methi (Fenugreek leaves) was found to fail the maximum pesticide residue limits These limits are set by Assimilated Regulation (EC) No 396/2005 on maximum residue levels of pesticides.

Areas for improvement

- Two additional officers completed sampling training in 2025 and will be suitably equipped to support both informal and formal sampling activities in the forthcoming year. Sampling shall include Microbiological sampling.
- Proposal for one additional EHO to join the team to both improve resilience in the team and maintain priority interventions at a frequency that is in line with the Food Law Code of Practice.
- Review options for Cat E's including days of action grouping officers together working in areas.
- Clear objectives to all staff on utilising flexibilities of Code of Practice allowing non visit based interventions for lower priority interventions.
- Training and development of Staff to improve on the in-house delivery of Food Standards controls under the new Food Standards Delivery Model.
- Determine scope of activities at External Temporary Storage Facilities and establishing periodic official controls.
- Build resilience into service for collection and disposal of seized foods through use of alternative suppliers.
- Review recruitment options including option to recruit to Regulatory support role.
- Complete Legal template for applications to condemn food at Magistrates Court.

Reasons for Variance from Service Plan Objectives for 2025/2026

- The sampling programme was not completed in part owing to team commitment to complete the hygiene programme and meet expectations of the FSA Action Plan on food inspections/interventions.
- Sampling officer has moved to part time hours, and these responsibilities have had to pass to another officer.
- Voluntary Closures were up on the previous year.
- It was evident that there was complexity arising out of enquiries in connection to imports and exports requiring investigation. Imports training has since been provided to all staff. This does however remain a specialist area of work.
- Complex cases including Health and Safety case investigations of reportable accidents.
- At least two exceptional food related cases demanding incredibly detailed investigations.

- There are a significant number of Food Standards interventions outstanding. These next due dates have been created following the migration from the old Food Standards scheme in year. This became reportable only toward the end of the financial year owing to pending patch updates to our Information management system.
- For inspections opening hours of businesses continue to be a challenge along with temporary closures as do the churn of new food business replacing old businesses.
- Initial findings indicate that businesses are generally not engaging with the Council through remote interventions.
- Consequently, Category E premises are likely to require an on-site visit in order to carry out an official control.

- As a result, limited progress has been achieved in addressing this risk category.

GLOSSARY

Priority Interventions

These are inspections, partial inspection, or audits, conducted at appropriate intervals in accordance with the prescribed frequencies specified in in the Food Law Code of Practice.

Approved Premises: Food manufacturing premises that has been approved by the local authority, within the context of specific legislation, and issued a unique identification code relevant in national and/or international trade.

Food Law Codes of Practice: Government Codes of Practice issued under Section 40 of the Food Safety Act 1990 as guidance to local authorities on the enforcement of food legislation.

Food Safety Incidents: A system operated by the Food Standards Agency to alert the public and local authorities to national or regional problems concerning the safety of food.

Full Time Equivalents (FTEs): A figure which represents that part of an individual. officer's time available to a particular role or set of duties. It reflects the fact that individuals may work part-time or may have other responsibilities within the organisation not related to food enforcement.

Home Authority: An authority where the relevant decision-making base for an enterprise is located and which has taken on the responsibility of advising that business on food safety/food standards issues. Acts as the central contact point for other enforcing authority's enquiries with regard to the enterprise's food related policies and procedures.

Primary Authority: An authority that has agreed a written statutory partnership with a business to provide authoritative advice for other councils which they must consider when conducting inspections or dealing with non-compliance. Effective resourcing arrangements may be set up under such an arrangement.

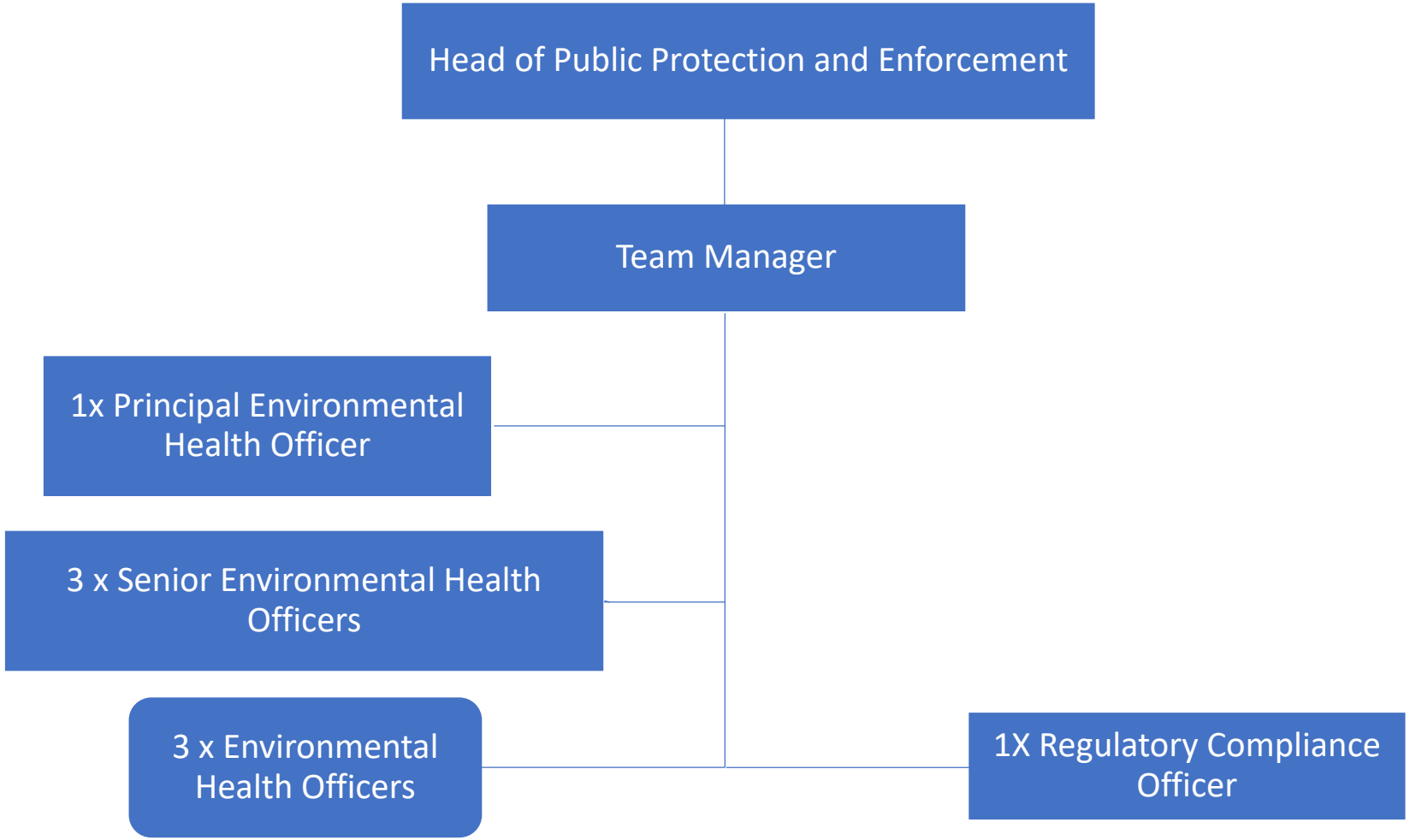
Auditing: A system whereby local authorities might audit each other's' food law enforcement services, (inter authority auditing) or the Food Standards Agency might audit each against an agreed quality standard.

Food Liaison Group Member Forum for discussion between neighbouring local authority
environmental health staff at which Members discuss arrangements for delivery of food law enforcement and coordinate regional and local sampling surveys.

Originating Authority: An authority in whose area a business produces or packages goods or services and for which the Authority acts as a central contact point for other enforcing authorities; enquiries in relation to those products.

CPD How members of a profession maintain, improve, or broaden their knowledge and skills and develop the qualities required in their professional lives. Involves activities undertaken which are relevant to the officer's authorisation.

Appendix 1


Head of Public Protection and Enforcement
Team Manager
1x Principal Environmental Health Officer
3 x Senior Environmental Health Officers
3 x Environmental Health Officers
1X Regulatory Compliance Officer

Appendix 2 Duties and responsibilities

- Team Manager

Leadership and Management of the Food Health and Safety Team, ensuring the strategic delivery of inland food safety and health and safety regulation. Supervises and line manages staff within the Food Health and Safety Team. Is responsible for performance and development of staff. Delivery of Food Service Plan. Provides relevant technical and legal advice.

- Principal Environmental Health Officer.

Provides relevant technical and legal advice on inland food health and safety and infectious disease matters as required. Specialist lead role in undertaking investigations and conducting enforcement in a broad range of areas associated with the service, and supervision of apprenticeships / trainees. Is responsible for a caseload of inspections.

- Senior Environmental Health Officer

Responsible for undertaking investigations and carrying out enforcement in a broad range of areas across the Food Health and Safety Team. Is responsible for a caseload of inspections and other interventions to verify food businesses are meeting food hygiene, food standards and/ or health and safety legal requirements.

- Environmental Health Officer

Undertaking and assisting with food and health and safety investigations and conducting food law enforcement. Developing competencies and undertaking inspections, may be responsible for a caseload of inspections and other interventions to verify food businesses are meeting food hygiene, food standards and/ or health and safety legal requirements.

- Regulatory Compliance Officer

Provides business support and subject matter expert advice to consumers and businesses. Provides support to management on implementation of new ICT infrastructure and new ways of working in line with existing ICT policies. Key role in delivering public information as a first point of contact including consumer information through the Food Hygiene Rating Scheme. Assists with freedom of Information and subject access requests. Assists with investigations as required.

Appendix 3 Service Delivery Workplan Core Activities 2026/2027

KPI	Activity	Discipline	Measure of Success	Projections to end 2026/2027	Comments/ Risks
1.	Maintaining/improving compliance Cat A – C Hygiene Inspections **Complete 449 Interventions**	Hygiene	There are no outstanding Cat A – C inspections due in the year by March 31st 2027. Complete revisits to check compliance in the poorest performing businesses (equivalent to FHRS 0)	This number is up 50 on the previous year Notwithstanding this we will aim to complete ensure that there are none outstanding by the end of the year. We will aim to complete 100%	The level of unplanned work such as disease outbreaks. Investigations of accidents and food and other non-food related enforcement places a risk on completion of planned visits and revisits. Recruitment and retention remains a risk Many poor performing businesses (equivalent to FHRS 1) result from poor management systems. On occasions businesses fail to and continue to fail to register. In these circumstance publication of ratings will be withheld until a registration is received or a paid for

					revisit request is received.
2.	Maintaining / improving compliance / improving data capture Continue to complete food standards interventions at hygiene inspections and apply new risk rating scores. Schedule any resulting Priority Interventions PI 1 PI 2 PI3 as per code of practice until compliance is improved. **149**	Food Standards	100 % completed and scheduled	These are targeted to coincide with the hygiene inspections. Deliver training and update process notes to ensure data capture to meet FSA expectations	In the event of emerging health risks at a premises, standards assessments will be deferred. The immediate priority will be to achieve compliance with essential food safety and hygiene requirements.
3.	Maintaining/improving compliance Category D (lower risk) **Complete 412 Interventions including extending Alternative interventions as a means to reaching this target.**	Hygiene	There are no outstanding Cat D inspections	This number is up by 31 on the previous year. We will aim to complete interventions at 100 % of these premises	We will seek to deliver Cat D interventions within the airport around prerequisite checks working alongside HAL and combining pest control visits with inspections and part inspections, and wherever possible other official controls. . There is a specific dependency on recruitment and

				We will complete all care home food inspections.	casual hours availability and levels of new business registrations.
4.	Medium and Lower Risk Food Standards (lower risk) Complete interventions at the point of a hygiene inspection, explore other desk based options to determine compliance e.g. review of on line menus, marketing and sales.	Food Standards	Compliance Scores in place for all establishments with a due date prior to March 31st 27	As much as possible Food Standards will be programmed for an intervention to coincide with Hygiene inspections. Ambition is to see options of alternative types of official controls explored to deliver compliance scores.	Dependent upon level of food hygiene compliance.
5	Unrated	Hygiene and Standards	All unrated (newly registered) are triaged to High Medium Low Priority. All High and Medium priority establishments that can be confirmed as open are to receive an intervention within 28 days of open date Less than one hundred unrated	Triaging of home caterers and deferring home bakers, programming 'high street' premises for inspection, Triage high medium low priority based on food handling and date of registration. Home based establishments registering for the first time are written to confirm if / when	Levels of new premises registering with Local authorities across Northwest London continues be challenging. Unlike Licensing there is no cost recovery in the registration of food businesses.

			premises outstanding on March 31st, 2027.	open. Where no confirmation is received their record is closed Aiming to have no more than 100 unrated awaiting their first inspection.	
6	Hygiene Category E	Hygiene	See FSA Action Plan (deploy other official controls, seek opportunities to engage with establishments remotely).	Reduced outstanding inspections by half	Dependency on both recruiting an Environmental Health Officer and ability to deploy other types of official controls. There is evidence to show that Cat E retailers are non-compliant requiring unplanned inspections.
7	Hygiene Rating Scheme	Hygiene	Publish scores of all premises in scope of food hygiene rating scheme within 28 days of inspection.	Maintain	
8	Food Law Enforcement	Hygiene and Standards	Achieving improved compliance, through a combination of revisits and formal enforcement notices.	Targeted at highest risk and poorest performing 0 – 1's (see revisit)	
9.	Food Sampling	Food Hygiene and food Standards	Complete food sampling activities in line with food	Maintain	

			sampling programme.		
10.	Registered Feed premises	Feed	Completed priority feed inspections	tbc	**Coordinated by London Trading Standards.**

Appendix 4 Sampling program 2026 / 2027

ITEM/DESCRIPTION	Location/s	Analysis purpose	Deadlines
Cumin / Turmeric Dried beans	Retail	Imported Foods LA/PHA Sampling Programme	30/11/26
Banku Mix Rice	Retail	Imported Foods LA/PHA Sampling Programme	30/11/26
Dried apricots	Retail	Imported Foods LA/PHA Sampling Programme	30/11/26
Dried Herbs and Spices (excluding Chilli Powder)	Retail	Imported Foods LA/PHA Sampling Programme	30/11/26
Pre-cooked and point of sale rice (including sushi rice), noodles or pasta, except for those containing meat, fish or a sauce.	Restaurant/takeaway	UKHSA STUDY 86:	1st April 2026 – 31st March 2027
Ready to Eat (RTE) Raw Fish and shellfish.	Restaurant/takeaway	UKHSA STUDY 87:	1st June 2026 – 31st March 2027
Environmental swabs Whole/semi/skimmed milk	Dairy	Efficacy of pasteurisers and detection od post pasteurisation contamination - Micro	March 2027
Minced meat	Butchers	Surveillance Sampling Dye/Colour usage within minced meat	March 2027

Food hygiene environmental swabs	Restaurants/takeaways- Poor performing premises	Surveillance Sampling touchpoints - Micro	March 2027
Cooked Chicken	Sandwich manufacturer /ready meal manufacturer	Surveillance Sampling Micro – ready to eat foods	March 2027
Salads	Sandwich manufacturer /ready meal manufacturer	Micro – ready to eat foods	March 2027
Sandwiches	Sandwich manufacturer	Micro – ready to eat foods	March 2027
Biryani	Ready meal manufacturer	Micro – ready to eat foods	March 2027

Appendix 5 Service Delivery Workplan Core Activities 2025/2026

KPI	Activity	Discipline	Measure of Success	Projections to end 2025/2026	Comments/ Risks
1.	Maintaining/improving compliance Cat A – C Hygiene Inspections **Complete 399 Interventions**	Hygiene	There are no outstanding Cat A – C inspections due in the year by March 31st 2025. Complete revisit or re rating inspection) inspections on those premises with a Code of Practice Hazard rating score of 30 (less than broadly compliant/ generally satisfactory)	We will complete 100 % of interventions. This equates to premises. We will aim to complete 100%	The level of unplanned work such as disease outbreaks. Investigations of accidents and food and other non-food related enforcement places a risk on completion of planned visits and revisits. **99% completed**
2.	Maintaining / improving compliance - Cat A under old scoring delivery model is to **complete 30 Interventions** Review any changes in inspection priority and frequency resulting from MS in migration	Food Standards	Review priority interventions under new food standards delivery model	Complete review and target completing priority interventions, (currently 30 inspections categorised A)	As above **8 Category A' s remain and now recategorized**
3.	Maintaining/improving compliance Category D (lower risk) **Complete 381 Interventions including extending Alternative**	Hygiene	There are no outstanding Cat D inspections	We will aim to complete interventions at 100 % of these premises	We will seek to deliver Cat D interventions within the airport around prerequisite checks

	interventions as a means to reaching this target.			We will complete all care home food inspections.	working alongside HAL and combining pest control visits with inspections and part inspections, and wherever possible other official controls. . Some dependency on casual hours availability and priority to complete inspections of businesses awaiting their first inspection following a new registration **99% Completed**
4.	Category B and C (lower risk) Complete interventions at the point of a hygiene inspection, evaluate priority inspections within the new food standards delivery model following data migration.	Food Standards	Evidence of combined interventions. Data migrated to new risk scoring system and program priorities evaluated.	As much as possible Food Standards B's and C's will be programmed for an intervention to coincide with Hygiene inspections. Priority interventions (requiring inspection identified)	Dependent upon level of food hygiene compliance. **ALL new priority categories in place and being assigned on next hygiene inspection date'** **ALL Priority interventions under new Food**

				New Food Standards Delivery Model fully implemented	**Standards Delivery Model identified.**
5	Unrated	Hygiene and Standards	All unrated triaged to High Medium Low. All High and Medium with a registration opening date +28 days receive an intervention. Less than one hundred unrated premises outstanding on March 31st, 2026, and less than 10% of these will be high priority.	Triaging of home caterers and deferring home bakers, programming 'high street' premises for inspection, Triage high medium low priority based on food handling and date of registration Aiming to have no more than 150 unrated awaiting their first inspection.	Levels of new premises registering with Local authorities across Northwest London continues be challenging. Unlike Licensing there is no cost recovery in the registration of food businesses. **Achieved 98 outstanding**
6	Alternative Enforcement Strategy Category E	Hygiene	Inspection on complaint, Desktop exercises / and Alternative interventions including contacts with External Temporary Storage Facilities	Review Capacity of Team to increase the number of CAT E interventions December 2025	Dependency on both Recruiting an Environmental Health Officer and implementing business support proposal. **400 remained outstanding at year end and this is subject to oversight from FSA.**
7	Hygiene Rating Scheme	Hygiene	Publish scores of all premises in scope of food hygiene rating	Maintain	

			scheme within 28 days of inspection.		**Achieved**
8	Food Law Enforcement	Hygiene and Standards	Achieving improved compliance, through a combination of revisits and formal enforcement notices.	Targeted at highest risk and poorest performing 0 – 1's (see revisit)	**On going (SEE Pages 12 - 13)**
9.	Food Sampling	Food Hygiene and food Standards	Complete food sampling activities in line with food sampling programme.	Maintain	**Partially Completed**
10	Assured advice	Primary Authority	Sign up one additional partner business. Review existing partnership. Collect fees.	Explore HAL partnership or one other.	Objective to get airport concessions to a common standard agreeing on pest control, detailed cleaning, installation design , fit outs. Dependent upon HAL agreement. **No agreement has been reached with HAL or any other partner.**
10.	Registered Feed premises	Feed	Completed priority feed inspections	tbc	**Coordinated by London Trading Standards. Is Outstanding**

APPENDIX 6 Action Plan for Hillingdon Council
Date: February 2026

Actions should be specific, measurable and time bound.

What - issue to be addressed	How - Planned action to secure improvement	Milestones (Record the key dates that will show progress towards completing the action)	Who is responsible? (name)	By when – the final date by which the action will be completed
Shortfall in Staff	Temporary Assignment has been approved for period to March 31st 2026. A further recruitment panel request will be resubmitted early February seeking approval for a permanent additional member of staff to address the staffing shortfall. Approval and commence recruitment to permanent post Extend temporary assignment and subject to suitable candidates Interview for permanent Post Appointment	[16/01/2026] [09/02/2026] [23/02/2026] [09/03/2026]	**Lead Officer ODA 1 FTE** **Lead Officer ODA 1 FTE** **Recruitment Panel/Lead Officer ODA 1** **Lead Officer ODA 1 FTE**	**[19/01/2026] (in post from 26/01/2026]** **[16/02/2026]** **02/03/2026]** **[17/04/2026]** **[17/06/2026]**
77 A – C Hygiene Rated premises due by 31st March 2026 (as per FLCOP 4.2.5) 53 currently overdue	Prioritise delivery of an intervention before 31st March Utilise flexibility to carry out partial inspections in appropriate premises	Feb =25 13 /02/2026 - 28/02/2026] March = 52 [31/03/2026]	**Lead Officer ODA 1 FTE, EHO Officers POD, SDH, SDU, PEI (3FTE) ***see footnote*****	**[31/03/2026]**
125 Cat D before 31st March 97 currently overdue (as per FLCOP 4.2.5)	(Target **30** D rated premises interventions interventions completed utilising methods and techniques described in Regulation article 14 of Regulation (EU) 2017/625 (where permitted by the code)	Feb =10 13 /02/2026 - 28/02/2026] March = 20 [31/03/2026]	**Lead Officer ODA 1 FTE, EHO MPY 1FTE, Agency EHO 1FTE, EHO MAT 0.25FTE**	**[31/03/2026]**

DRAFT

95 remaining overdue Cat D establishments from year 2025/2026 to zero after 31st March	Assumption is Recruitment Panel Request to extend Agency is approved for further 16 weeks and service on boards officer on Casual hours basis from Imported Food Office. Remaining **95** D rated interventions completed utilising methods and techniques described in article 14 of Regulation (EU) 2017/625 (where permitted by the code)	April = 20 [30/04/2026] May = 25 [31/05/2026] June = 25 [30/06/2026] July = 25 [30/07/2026]	**Lead Officer ODA 1 FTE, EHO MPY 1FTE, Agency EHO 1FTE, EHO MAT 0.25FTE EHO ALN (from imported food office 0.2 FTE)**	**[30/07/2026]**
232 of 431 Overdue (Priority) E rated premises interventions	Continue to move regulatory support functions over to Performance and Triage Team to increase capacity of authorised officers. Some additional capacity of SME Regulatory Compliance officer created so that he may carry out checks to verify current status of businesses, Deploy Retailer Questionnaires with accompanying compliance verification, and/or deploy self-assessment checks and video conferencing with FBOS. Checking engagement by FBO's in receipt of remote checks and plan for visit interventions	Retailers (including supermarkets) Send 100 questionnaires / checks [31/03/2026] Send 132 questionnaires / checks [31/05/2026] As above dates	**Lead Officer ODA 1 FTE Regulatory Compliance Officer PJR 0.5 FTE** **ALN 0.25 FTE**	**[31/05/2026]**
An additional Overdue 35 E rated Caring Establishments	Compliance verification and/or deploy self-assessment checks and video conferencing with FBOS	Started Caring Establishments [31/03/2026]	**Regulatory Compliance Officer PJR 0.5 FTE**	**Finish [31/05/2026]**
Overdue 29 of 431 Category E Distributors and transporters	Visit interventions completed utilising methods and techniques described in article 14 of Regulation (EU) 2017/625 (where permitted by the code) to tackle illegal food imports.	Begins [30/06/2026]	**EHO Officers POD, PEI 2FTE**	**[31/09/2026]**
Cat E establishments that fail to engage with remote official controls. (detailed above)/ not capable of receiving an official control remotely (FLCOP 4.3)	Further Recruitment Panel Request requiring approval (Agency / permanent post) For Regulatory Support Officer (RSO) commence visits	1st August (Unknown number of establishments)	**ALN 0.25 FTE Agency/ New Permanent post**	**31/10/2026**

DRAFT

135 remaining and overdue Cat E's from 2025/2026 Cat E establishments that fail to engage with remote official controls. (detailed above)/ not capable of receiving an official control remotely (FLCOP 4.3)	Extend hours(RSO) to carry out remote official controls. Carry out visits	[31/10/2026]	**Lead Officer ODA 1 Regulatory Compliance Officer PJR 0.5 FTE 0. Casual hours Regulatory Support Officer**	**[31/12/2026]**
Premises Awaiting first Inspection (Unrated) Due 163 Overdue 144	Fully Implement clear policy on official controls integrating new processes supported by PT. PT to use all available information provided by home based registering food establishments and support the service by conducting additional enquiries to establish if the business is operational. Those businesses that are established to be operational will be passed to the Food Service for Food Hygiene Initial desktop assessment see 4.2.4.2 of FLCOP All new establishments and home-based businesses (where we are able to confirm the business has started trading) to be RAG rated based on inherent risks and due status and inspected in order of priority. Registration shall be void if it cannot be established that the business is trading within 28 days of scheduled opening date.	[04/02/2026]	**Lead Officer ODA 1 FTE /EHO BCR FTE 1, 0.25 FTE MAT**	**[06/02/2026]**
All unrated that are overdue completed	Assumption agency extension / permanent appointment	01/08/2026	**Lead Officer ODA 1 FTE /EHO BCR FTE 1**	**[31/10/2026**
*** 8.5 FTE's in Food Health and Safety Team (calculated to be reduced by 2 for Food standards and other non-food related activities) = 6.5 FTE***				
IFO Officer has taken up an agency assignment away from Hillingdon but assumed to be available from April				

DRAFT