VALE of GLAMORGAN
BRO MORGANNWG

Agenda Item No: 5

Meeting of:	**Shared Regulatory Services Joint Committee**
Date of Meeting:	**Wednesday, 23 September 2026**
Relevant Scrutiny Committee:	Live Well Scrutiny Committee
Item which the Chair has decided is urgent (Part I) **(If yes, why)**	Not Applicable
Urgent Decision Procedure Used (15.14 of the Constitution) **(If yes, why)**	Not applicable
Item Type	Part I
Report Title:	Shared Regulatory Services Food and Feed Law Enforcement Service Plan 2026-27
Portfolio Holder:	No Relevant Cabinet Member
Strategic Leadership Team:	Director of Environment and Housing
Lead Officer:	Head of Shared Regulatory Services

1.0 What is this report about?

1.1 The report apprises the Committee of the work of the Shared Regulatory Service in respect of Food and Feed law. The report requests the Committee to approve the Food and Feed Law Enforcement Service Plan for the Shared Regulatory Service for 2026/27.

2.0 What are the Recommendations?

	Recommendations – What and How?	**Reason for Recommendation – Why?**
2.1	The Joint Committee is asked to: Approve the 2026-27 Food and Feed Law Enforcement Plan.	The Food Standards Agency requires all Local Authorities to produce and approve an annual plan that sets out how it will discharge its statutory responsibilities under the relevant legislation

	Recommendations – What and How?	Reason for Recommendation – Why?
2.2	Authorise the Head of the Shared Regulatory Services to make administrative amendments to the 2026-27 Food and Feed Law Enforcement Service Plan should the need arise.	To ensure the plan remains up to date should any changes in law or best practice be introduced during the period.

3.0 What is the background to this report?

3.1 The Councils have a duty, which has been delegated to the Joint Committee, to enforce the Food Safety Act 1990; the Official Food and Feed Controls (Wales) Regulations 2009 and a wide variety of other food / feed legislation including the Food Hygiene (Wales) Regulations 2006.

3.2 As part of the Food Standards Agency's Framework agreement the Councils are required to produce a Food Safety Service Plan setting out the arrangements in place to discharge these duties. This Food and Feed Law Enforcement Service Plan is produced in response to that requirement and is designed to inform residents, businesses and other stakeholders in the region of the arrangements the Councils have in place to regulate food safety.

3.3 A copy of the draft Food & Feed Law Enforcement Service Plan for 2026-27 for the Shared Regulatory Service has been attached to this report as **Appendix 1.**

3.4 The Service Plan details how the Shared Regulatory Service will fulfil the major purpose of ensuring the safety and quality of the food chain to minimise risk to human and animal health.

3.5 To achieve this, the Councils will conduct inspections in accordance with the intervention programme, carry out investigations including dealing with complaints, provide advice / education and provide guidance on what the law required, undertake sampling and take enforcement action where appropriate.

3.6 The plan details the demands on the service, the risk based work programme and the resources available to deliver the required work. As with many other Council services the service faces increasing demands with a reducing resource.

3.7 The Plan explains the Food Standards Agency expectations of Local Authorities, some of the achievements in 2025-26 and the challenges for the year ahead.

4.0 What issues are there to be considered?

4.1 The Food Standards Agency framework agreement sets out the expectations placed upon local authorities and their delivery of official controls on feed and food law. The agreement sets out the planning and delivery requirements of feed and food official controls, based on the statutory code of practice

4.2 A requirement within the framework is that local authorities carry out interventions at all food hygiene, food standards and feeding stuffs establishments in their area at specified frequencies.

4.3 The Food Standards Agency has the power to inspect local authorities to determine the Council's performance against the standard.

5.0 How has evidence been used to inform the report, including the views of others?

5.1 The information provided within this report is in accordance with the Shared Regulatory Services Joint Working Agreement and is there to apprise Joint Committee Members of each participating Council.

6.0 What are the next steps if the recommendations are approved?

6.1 The next steps are set out in part 2 of this report.

7.0 How does this report support Vale 2030 and Reshaping?

7.1 The information provided in the Food and Feed Law Enforcement Service Plan supports the contribution to ‘Creating great places to live, work and visit’ through effective Regulation of Regulatory Services Matters.

8.0 How does this demonstrate the Five Ways of Working?

8.1 The Well-being of Future Generations Act requires the SRS to underpin decision making by contributing to the seven well-being goals of the Act, following the five ways of working, and consequently undertaking actions that will have a positive impact on people living in the future as well as those living today. Consequently, SRS seeks to work in the following ways:

- Looking to the long term
- Taking an integrated approach;
- Involving a diversity of the population in the decisions affecting them;
- Working with others in a collaborative way to find shared sustainable solutions
- Acting to prevent problems from occurring or getting worse.

Resources

9.0 Finance

9.1 The Participants' contribution toward the Shared Regulatory Services is recharged on a quarterly basis, based upon the approved budgets for 2026-27.

10.0 Workforce

10.1 There are no immediate employment implications associated with this report.

11.0 Legal and Equalities

11.1 Under Section 41 of the Food Safety Act 1990, as amended by paragraph 18 of Schedule 5 of the Food Standards Act 1999, The Food Standards Agency can require Food Authorities to provide them with reports and information regarding the Authorities enforcement of the Act. Local Authorities are required to supply them with statistical information on inspections, prosecutions, official samples and informal samples.

12.0 Key Contacts

12.1 **Who are the primary officers to contact with any comments and/or queries on the report?**

Lead Officer: Christina Hill Head of Shared Regulatory Service chill@valeofglamorgan.gov.uk	Democratic Services Officer Gareth Davies gjdavies@valeofglamorgan.gov.uk

Appendix

Appendix 1 – Draft Food & Feed Law Enforcement Service Plan

Shared Regulatory Services

Food Hygiene and Standards

Food and Feed Law

Service Plan

2026/27

Appendix 1

Shared Regulatory Services

Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr BRIDGEND County Borough Council

CARDIFF CAERDYDD

VALE of GLAMORGAN BRO MORGANNWG

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Introduction

Shared Regulatory Services (SRS) is a collaborative service formed between Bridgend, Cardiff and the Vale of Glamorgan Councils on 1st May 2015. The SRS delivers a fully integrated service under a single management structure for Trading Standards, Environmental Health and Licensing functions with shared governance arrangements ensuring full elected member involvement.

Shared Regulatory Services acts as the Food/Feed Authority as required by the Food Standards Agency (FSA), the national regulator for official food and feed controls. It has a statutory obligation to conduct a range of food and feed enforcement functions under the Food Safety Act 1990 and a range of regulations. Following the UK's exit from the EU, new responsibilities have been assigned to the Food/Feed Authority to ensure the safety and integrity of food and feed entering and leaving the UK. While much of the previous EU legislation has been temporarily retained, new laws have been introduced to support continued trade which has resulted in new policies and procedures.

The Food Standards Agency (FSA) is an independent government department that protects public health and consumer interests in food matters. It issues a framework agreement, Code of Practice (CoP) and supporting guidance to be followed by Food/Feed Authorities. The CoP requires that the Service has a risk- based intervention programme for food hygiene, food standards and feed enforcement, adequate management systems and procedures for the investigation of food and feed incidents and complaints, for the inspection and sampling of foods, for investigation of cases of food-related infectious disease and control of outbreaks, and for the provision of advice and guidance to food and feed businesses.

The FSA has introduced the Food Standards Delivery Model (FSDM), which will be implemented in August 2026. The model adopts a more risk-based, intelligence-led approach to food standards regulation, enabling resources to be focused on higher-risk businesses while reducing interventions for consistently compliant operators. It incorporates enhanced risk assessment criteria, including allergen management, greater use of intelligence and data, and more flexible methods of assessing compliance. While expected to improve the effectiveness of regulatory oversight, it is also likely to increase inspection activity for higher-risk premises, placing additional demands on local authority resources.

This Food and Feed Law Enforcement Service Plan sets out how the service will regulate food and feed safety in line with the Food Standards Agency's Strategy and Strategic Plan 2022-2027, *Food We Can Trust*. It reflects the principles of Better Regulation and the Regulators' Code, supporting businesses to meet their responsibilities while ensuring consumer protection. The plan demonstrates the Shared Regulatory Service's commitment to delivering statutory obligations in a proportionate, risk-based manner, making best use of available resources and contributing to wider corporate objectives to protect and improve public health across the region.
Any deviations from the plan will be made in accordance with FSA guidance. Enforcement activity will remain risk-based, and stakeholders will be kept informed of our intentions and progress.

Claire Hartrey
Operational Manager Health and Public Protection

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1. Service Aims and Objectives

1.1 Aims and objectives

The Food and Feed Safety Service is committed to improving the safety and quality of the food chain and to demonstrate this, the Service has adopted the following aims and objectives.

The overall aim of the Service is to:

Protect public health by ensuring that food for human or animal consumption is without risk to the health and safety of consumers, and ensure food is labelled and described accurately enabling consumers to make informed choices at point of sale.

To achieve this, the service has adopted the following 13 key delivery priorities:

- Meet the 'The Standard' outlined in the FSA Framework Agreement.
- Ensure that all food and feed premises receive an intervention in accordance with relevant statutory codes of practice.
- Investigate food and feed complaints.
- Develop Primary Authority partnerships with businesses and respond to enquiries from other enforcing authorities.
- Provide advice to consumers and business on food and feed matters and respond to all enquiries for service within specified target times.
- Ensure that imported food and feed meet legal requirements.
- Control and investigate sporadic and outbreak cases of food poisoning and food related infectious disease.
- Investigate, initiate and respond to food alerts and incidents.
- Work with other food and feed authorities and professional bodies to ensure consistency of food and feed safety enforcement.
- Promote food and feed safety and standards.
- To implement the Food Hygiene Rating Scheme.
- Take appropriate enforcement action proportionate to the degree of risk to public health and in accordance with the Food Hygiene Rating Scheme.
- To support regulatory compliance of food-based delivery services within the legacy authorities by offering support and direction as necessary.

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1.2 Links to Corporate Objectives and Strategic Plans

As a regional organisation providing regulatory services across three local authority areas, we place the **corporate priorities** and outcomes of the three councils at the heart of all that we do (Appendix C). In developing our own strategic priorities and outcomes for Shared Regulatory Services (Appendix D), we have considered the priorities of all the three authorities, together with the needs and aspirations of our partners and customers so they translate into priorities that meet local needs.

SRS priorities particularly relevant to the delivery of the food and feed controls are:

The quality, production standards, and preparation environment of food are key to public health. Enforcing food hygiene and standards ensures accurate labelling, safe preparation, and reduces the risk of foodborne illness.

Food services play a crucial role in protecting vulnerable individuals, especially in schools and care homes. Ensuring good nutrition and food safety supports their health and wellbeing, while enforcing food regulations safeguards them from harm.

Providing timely advice on food safety and standards legislation supports business viability by preventing costly errors, such as mislabelled products. Ensuring producers understand relevant laws and hygiene requirements is essential, while fair enforcement promotes equal competition.

The Service supports the **National Enforcement Priorities for Wales** by working with local and national partners to help achieve better outcomes through effective regulation:

- Protecting individuals from harm and promoting health improvement;
- Ensuring the safety and quality of the food chain to minimise risk to human and animal health;
- Promoting a fair and just environment for citizens and business;
- Improving the local environment to positively influence quality of life and promote sustainability.

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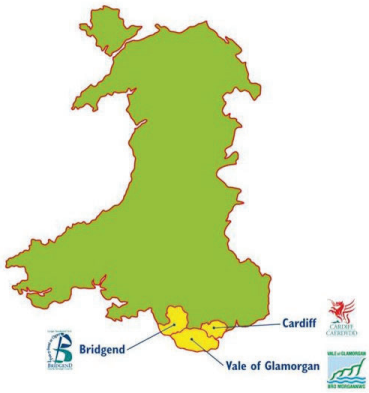
2. Background

2.1 Area profile



Shared Regulatory Services covers the Council areas of Bridgend, Cardiff and the Vale of Glamorgan and serves over 675,000 residents. Extending from St Mellons in the east to Maesteg in the west, the area encompasses Cardiff, the capital City of Wales with its array of cultural, financial and commercial organisations and the rural areas of Bridgend and the Vale of Glamorgan with their vibrant tourist and agricultural economies.

Bridgend is situated on the south coast straddling the M4 corridor. It comprises an area of 28,500 hectares and a population of just over 148,000 residents. To the north of the M4, the area consists of mainly ex-coal mining valley communities with Maesteg as the main centre of population. To the south of the M4, the ex-market town of Bridgend is the largest town, the hub of the economy and its employment base. To the south west on the coast lies Porthcawl, a traditional seaside resort, with a high proportion of elderly residents, which is subject to a major influx of tourists during the summer period.

Cardiff is the capital city of Wales and is continuing to grow faster than any other capital city in Europe. In population terms, it is the largest city in Wales with a population of 390,000. Population alone, however, does not fully represent Cardiff's significance as a regional trading and business centre as the population swells by approximately 70,000 daily with commuters and visitors. Cardiff is the seat of government and the commercial, financial and administrative centre of Wales. Cardiff boasts one of the most vibrant city centres in the UK and on a typical weekend, Cardiff's nighttime economy can attract over 40,000 people and sometimes more than 100,000 when the Principality Stadium hosts international events.

The Vale of Glamorgan is bounded to the north by the M4 motorway and to the south by the Severn Estuary. It covers 33,097 hectares with 53 kilometres of coastline, and a population of over 137,000 residents. The area is predominantly rural in character, but contains several urban areas of note such as Barry, Penarth, Dinas Powys and the historic towns of Cowbridge and Llantwit Major. Barry is the largest town, a key employment area and popular seaside resort. The rural parts of the Vale provide a strong agricultural base together with a quality environment, which is a key part of the area's attraction. The area includes Barry Docks and Cardiff International Airport.

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2.2 Organisational structure

Food and Feed Services are provided by the Health and Public Protection and Enterprise and Specialist Services Teams within Shared Regulatory Services. The Teams consist largely of Environmental Health and Trading Standards Officers delivering services across the three areas. The Vale of Glamorgan Council act as the host authority for the Service with functions associated with this Plan delegated to the Shared Service Joint Committee.

2.3 Scope of the Food and Feed Service

The Food and Feed Service of Shared Regulatory Services is responsible for providing a comprehensive food and feed service combining education, advice and enforcement. The scope of the Food and Feed Service includes:

- Undertaking of food hygiene, food standards, feed and agricultural inspections in accordance with Food Law Code of Practice and Food Standards Delivery Model.
- Maintaining a register of food and feed businesses.
- Investigating complaints about food and food businesses.
- Investigating complaints concerning labelling, allergen information and composition of food.
- Implementing a sampling programme for microbiological quality and compositional and labelling quality.
- Implementing the FSA Feed Sampling Programme.
- Provision of education, training and advice on food and feed issues.
- Investigating sporadic cases of food poisoning and food borne disease including the investigation and control of food poisoning outbreaks.
- Imported food control, sampling and enforcement.
- Issue of export health certificates.
- Responding to food alerts as appropriate.
- Promotion and operation of the National Food Hygiene Rating Scheme.
- Approval and inspection of food businesses handling food of animal origin covered by assimilated regulation (EC) no. 853/2004of product specific establishments and feed businesses.
- Approval of feed manufacturers.
- Ensuring compliance with food safety law at the Seaports of Cardiff and Barry and Cardiff Airport by the inspection of vessels and aircraft and monitoring of cargo movements.
- Responding to Freedom of Information requests relevant to the Food function.

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Responsibility

Responsibility for the Competent Authority functions are mainly based on premise type and broken down as follows:

Team	Responsibility
Food and Port Health Teams (Health and Public Protection)	Food Safety and implementation of Food Hygiene Rating Scheme in retail and catering businesses
	Port Health
	Food standards in low to medium risk businesses
Trading Standards (Health and Public Protection)	Feed safety and standards at commercial premises (other than manufacturers or farms)
	Food Standards in high-risk retail and catering businesses
Communicable Disease Team (Health and Public Protection)	Sporadic case and outbreak investigation of communicable diseases including food borne illness.
Industry (Enterprise and Specialist Services)	Food Safety and Standards and implementation of Food Hygiene Rating Scheme at importers/exporters, manufacturing and packing premises, distributors and primary producers.
	Approval of product specific establishments
	Fee Paying Advice Visits (Food Standards & Food Safety)
	Feed safety and standards for manufacturing premises
	Co-ordination of Events Panel attendance/follow up
	Provision of training courses for businesses
	Primary Production
Environment (Enterprise and Specialist Services)	Feed safety and standards on farms
	Feed safety alerts and incidents
Major investigations (Enterprise and Specialist Services)	Investigation of any large-scale breach of law involving food or feed

As part of the provision of a complete service the team works in conjunction

- **Public Health Wales**, 2 Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ- for Infectious Disease and Food poisoning notifications.

- **The Council's appointed Public Analyst,** Minton Treharne& Davies, Longwood Dr, Cardiff CF14 7HY- for the examination of food and feed samples and associated labelling and compositional testing.

- **The Council's appointed Microbiology laboratory,** Public Health Wales, Microbiology Cardiff Food, Water and Environmental Laboratory, University Hospital Llandough, Penarth, CF64 2XX- for the examination of food and feed samples in relation to microbiological quality.

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2.4 Demands on the Food and Feed Service

2.4.1 Food

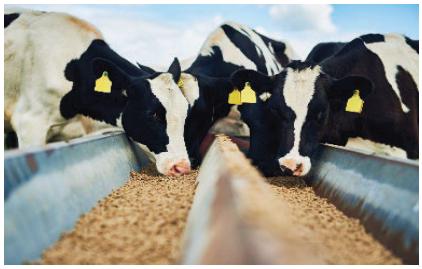
The region has approximately 6696 food premises with Bridgend having 1451, Cardiff 3792 and the Vale of Glamorgan 1453. The number of each type of food business is as follows:

Type of Food Business	Number of Food Businesses in each Category			Total
	Bridgend	Cardiff	Vale	
Primary Producers	10	6	9	**25**
Manufacturers and packers	23	74	32	**129**
Importers/Exporters	0	9	1	**10**
Distributors/Transporters	23	31	3	**57**
Retailers	319	749	289	**1,357**
Restaurants and Caterers	1,076	2,923	1,119	**5,118**
TOTAL	**1,451**	**3,792**	**1,453**	**6,696**

Of these 6696 premises registered, 24 are approved in accordance with assimilated Regulation (EC) 853/2004, with 7 in Bridgend, 14 in Cardiff and 3 in Vale of Glamorgan.

Most food businesses are involved in catering and have commercial premises from which they trade, but increasingly many businesses in the retail and catering sectors are moving to domestic and on-line services. This means that many of these businesses, which are subject to the same regulatory compliance rules and checks, require greater resource to track and monitor such activities.

2.4.2 Feed



There are currently 689 registered feed premises, 319 in Bridgend, 82 in Cardiff and 319 in the Vale of Glamorgan. Bridgend and the Vale of Glamorgan are principally rural areas dominated by livestock farming and these businesses, although high in number are primarily low risk feed premises. Most feed premises in Cardiff are retail premises supplying surplus food to produce feed. The profile of all feed premises across the three local authority areas can be found below:

Table Showing Distribution of Feed Premises Across Each Local Authority Area by Type

INLAND FEED PREMISES	Bridgend	Cardiff	Vale of Glam	TOTAL
Manufacturer	0	3	2	5
Co-product producer	2	6	1	7
Mobile mixer	0	0	0	0
Importers	0	0	0	0
Stores	0	1	0	1
Distributor	0	0	1	1
Transporter	0	0	2	2
On farm mixer	9	4	24	37
Pet food manufacturer	4	1	2	7
Supplier of feed materials/surplus food	11	43	14	68
TOTAL INLAND FEED PREMISES	**26**	**58**	**46**	**130**
PRIMARY PRODUCTION FEED PREMISES	**Bridgend**	**Cardiff**	**Vale of Glam**	**TOTAL**
Livestock farms	248	23	259	530
Arable farms	1	2	15	18
TOTAL PRIMARY PRODUCTION FEED PREMISES	**249**	**25**	**274**	**574**
OVERALL TOTAL	**275**	**83**	**320**	**678**

2.4.3 External Factors

Major events – SRS plays a key role in supporting major events across the three local authorities, ensuring food safety, correct labelling, and managing licensing issues. It is actively involved in event planning through local safety groups. With Cardiff's growing success in hosting global events, SRS faces increasing pressure, especially during peak periods, to meet demand despite limited staffing and the need for weekend and evening coverage.

Seasonal demand – Porthcawl and Barry Island attract large numbers of summer tourists, leading to a rise in seasonal food businesses. SRS carries out inspections and enforcement during these peak periods, with frequent changes in food business operators adding to the challenge.

Population Diversity- there is a growing diversity amongst food business operators and the Service will endeavour to help with food law compliance by the provision of interpreters and interpretated communications and guidance where required.

Port Health Authority Role- Shared Regulatory Services act as the port health authority for the seaports of Cardiff and Barry and Cardiff Airport. Currently none of the seaports of Barry or Cardiff, nor Cardiff International Airport are designated Border Control Posts. This means that only food products other than those of animal origin, feed or high-risk foods not of animal origin are permitted to be imported into these ports. Currently there is no food or feed routinely imported through the ports, but the service continues to monitor shipping and aircraft movements to ensure compliance with the relevant law.

The Port Health Service Plan outlines in detail the work undertaken in relation to the Authority's Port Health functions including food safety.

2.4.4 Service delivery

Food and feed related services are delivered from 3 service delivery points and while the service primarily operates office hours from Mondays to Fridays, weekend and out of business hours duties are carried out as the need arises. Shared Regulatory Services also operates an out of hours duty officer scheme for emergency situations where issues requiring urgent attention are passed to designated officers for assessment and action as appropriate. .

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Friday: 8.30 am to 4.30pm

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Cardiff

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Friday: 8.30 am to 4.30pm

Vale of Glamorgan

Civic Offices
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Barry
CF63 4RU

Normal offices hours:
Monday to Thursday: 8.30am to 5.00pm
Friday: 8.30am to 4.30pm

2.5 Regulation Policy

Fair and effective enforcement is essential to protect the economic, environmental and social interests of the public and business. Decisions about enforcement action and in particular the decision to prosecute, has serious implications for all involved and for this reason, the Shared Regulatory Service has adopted a Compliance and Enforcement Policy.

The Compliance and Enforcement Policy sets out the standards that will be applied by the Service when dealing with issues of non-compliance, and what residents, consumers and businesses can expect.

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3. Service Delivery

3.1 Interventions at Food and Feed Establishments

The Shared Regulatory Service ensures food and feed businesses receive interventions, such as inspections, in line with Food and Feed Law Codes of Practice. This requires adequate resources for delivery and additional resource for the follow up of any issues identified.

3.1.1 Food Hygiene Interventions

Food hygiene law sets out the rules for handling, preparing, storing, and transporting food in a clean and safe way to prevent contamination and foodborne illnesses. Food hygiene interventions are undertaken to ensure that food businesses are complying with the requirements of food hygiene legislation.

New food businesses should either be physically inspected within 28 days of registration or discovery, or an initial desktop assessment should be completed to determine the potential hazard score. Following this assessment, high-risk businesses should be inspected within 28 days, while low-risk businesses should be subject to an appropriate official control within 3 months of registration or discovery. Following an initial inspection all food businesses are risk rated from A (highest risk) to E (lowest risk).

In accordance with the Food Law Code of Practice, the food hygiene risk rating of a business determines the frequency and type of intervention that should be completed. The following table illustrates the risk ratings of premises, the intervention frequencies, and the total number of food hygiene interventions to be delivered during 2026/27 with the number of new businesses estimated from last year 's figures:

Proposed programmed food hygiene interventions 2026/27

Risk category	Intervention frequency	Type of intervention	Target	No. premises due an intervention (including any backlog)			
				Bridgend	Cardiff	Vale	total
A	6 months	Full inspection	100%	1	7	1	**9**
B	12 months	Full inspection	100%	40	121	55	**216**
C	18 months	Full inspection alternated with partial inspection if has a 5 rating or a verification visit if business broadly compliant	100%	367	927	331	**1625**

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D	2 years	Full/partial inspection alternated with information gathering visit	100%	79	272	58	**409**
E	3 years	Alternative enforcement questionnaire	100%	166	364	151	**681**
New businesses (estimated from last year's figs)	Within 28 days	Full inspection	90%	219	565	235	**1019**

Food hygiene rating scheme

As part of the food hygiene function the Food Hygiene Rating Scheme Wales is implemented. Each time a full inspection is completed a food hygiene rating is assessed and awarded to the business other than for some types of food business such as childminders, visitor centres selling tinned biscuits, leisure centres with only vending machines, newsagents selling pre-packed confectionery, chemists etc. that are currently exempt.

The provision of food hygiene ratings helps consumers make informed choices by showing how well a food business meets hygiene standards and encourages businesses to maintain high levels of cleanliness and safety. Businesses have rights of recourse in relation to the scheme to ensure that it is fair and transparent.

Food businesses included within the Food Hygiene Rating Scheme are legally required to:

- display a valid food hygiene rating in a conspicuous place for customers to read,
- advise accurately of their food hygiene rating if queried by a customer
- ensure that any publications for takeaway food include a specified paragraph indicating what/ where the current food hygiene rating is/ can be found

Checks are made by officers to ensure compliance with these requirements at the time of inspection or if a complaint is received. Appropriate enforcement action in accordance with the Compliance and Enforcement Policy is considered when a non-compliance is identified.

Additional Interventions

Additional interventions to those programmed are required because of:

- **Revisits**- required to ensure food safety concerns are addressed. The intervention and revisit procedure requires that all businesses rated 0 are revisited within 28 days and all those rated 1 or 2 are revisited within 3 months. In addition, revisits will be required to businesses to check compliance with any enforcement notices served.
- **Inspections for purpose of rescore requests under the Food Hygiene Rating Scheme (FHRS)**.
- **Interventions at food businesses operating at markets or events**.
- **Inspections of low-risk food premises**, that fail to return an alternative enforcement questionnaire, or where intelligence suggests food safety concerns are not being adequately controlled on site.

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An estimation of the number of each of the additional interventions required can be deduced from the figures for those completed in the previous year as detailed in section 6.1.1 below.

Inland Imported foods

During the inspection of food businesses, officers consider the origin of imported foods. Any indications that food may not have been subject to correct import controls are investigated and, where necessary, the food is removed from the food chain.

Approved premises

In total there were 3 premises that were approved in 2025/26 (0 in Bridgend, 37 in Cardiff, and 0 in the Vale of Glamorgan), which brings a current running total of 24 approvals – 7 in Bridgend, 14 in Cardiff and 3 in the Vale of Glamorgan).

During 2025/26, one premises surrendered its approval in Cardiff and two premises surrendered their approval in the Vale of Glamorgan.

In 2026/27, there are currently an additional 2 premises that are at the conditional approval stage and likely to be granted full approval in due course. (1 in Cardiff, 1 in the Vale of Glamorgan).

3.1.2 Food Standards Interventions

Food Standards interventions are completed to check compliance with a range of legislation requirements including meat speciation, composition, labelling, claims, allergens, chemical contamination compositional standards (such as meat content), additives, food fraud and genetically modified ingredients and foods. It also covers articles that come in contact with food and ensuring that there is no transfer of chemicals including carcinogens. It protects public health, by preventing misleading claims about food, ensuring the presence of allergen information to avoid allergic reactions and banning harmful ingredients by only permitting approved additives to be used.

In accordance with the Food Law Code of Practice, the food standards risk rating of a business determines the frequency and type of intervention that should be completed. The following table illustrates the risk ratings of premises, the intervention frequencies, and the total number of food standards interventions to be delivered during 2026/27:

Proposed Food Standards Intervention programme 2026/27

Risk category	Intervention frequency	Type of intervention	Target	No. premises due an intervention			
				Bridgend	Cardiff	Vale	Total
A	12 months	Full inspection	100%	3	22	3	**28**
B	2 years	Full inspection	100%	82	285	122	**489**
C	5 years	Alternative enforcement questionnaire	100%	77	228	127	**432**

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Unverified~		Full inspection	100%	0	20	0	**20**
New businesses *Est from 24/25 figs	Within 28 days	Full inspection	90%	219	565	235	**1019**

***~Unverified businesses**-businesses that when transferred from former database contained errors*

SRS will be transitioning to the **Food Standards Delivery Model (FSDM)** in August 2026. The FSDM is the Food Standards Agency's revised approach to regulating food standards in food businesses. It was introduced to help local authorities target resources more effectively, focus on higher-risk businesses, and make greater use of intelligence-led regulation rather than relying solely on fixed inspection frequencies.

The key aims of the FSDM are to:

- Make food standards controls more **risk-based and proportionate**.
- Direct regulatory effort towards businesses that pose the greatest risk to consumers.
- Improve use of **intelligence, complaints, incidents and emerging risks**, including allergens.
- Provide greater flexibility in how official controls are delivered while maintaining legal obligations.

In summary, the FSDM is a **risk-based, intelligence-led framework** that helps local authorities focus limited resources on food businesses presenting the greatest potential risk to consumers while maintaining statutory food standards enforcement duties.

The biggest operational changes are the introduction of the **Inherent Risk Profile**, the **Compliance Assessment**, and the **Decision Matrix**, with allergen compliance and intelligence gathering now carrying much greater significance in determining intervention priorities. It is anticipated that there will be an initial increase in interventions required which will impact resources.

The FSA audit report from February 2025 identified that the biggest risk to the service was the variance in meeting the Food Standards interventions in accordance with the Food Law Code of Practice in relation to the low risked business and those having missed an intervention due to a historical database issue. Swift action was taken to prioritise this work area, including the employment of a contractor. SRS now have an Alternative Enforcement Strategy (AES) program of work to identify and inspect all low risk premises. All premises identified as low risk are sent a self assessment questionnaire to fill in. The returned documents are assessed by food standards officers and risk rated. Those premises that do not return the questionnaire are inspected in person.

Additional Interventions

Additional interventions to those programmed are required because of:

- **Revisits**- Food visits that fail to comply with significant statutory requirements are subject to appropriate enforcement action and a revisit to assess compliance.

  Each situation should be judged according to the circumstances and the authorised food officer should make a professional decision as to whether a revisit is appropriate and when it should be completed. If the revisit reveals that the proprietor has failed to comply with any legal requirement then the appropriate enforcement action should follow.

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- **Inspections of low-risk food premises**, that fail to return an alternative enforcement questionnaire,

An estimation of the number of each of the additional interventions required can be indicated by those having to be completed the previous year at section 6.1.2 below.

3.1.3 Feed Hygiene Interventions

Feed law refers to law and guidance that governs the production, marketing, and use of animal feed. Its main goal is to ensure that feed is safe, wholesome, and labelled correctly, which in turn protects animal health, human health, and the environment. It protects public health by ensuring feed is free from harmful substances like dioxins, pesticides or banned additives that could enter the food chain through animal products, promotes good animal nutrition which supports healthy livestock and reduces the risk of disease and allows quick action in the event of a safety issue.

Feed law applies to a wide range of businesses involved in the feed chain including manufacturers and mixers, importers and exporters, transporters and storage facilities, farmers who produce or mix their own feed, retailers and distributors. A register is maintained of feed businesses, and inspections are completed according to their risk rating in guidance with the Feed Law Code of Practice.

In line with the risk assessment process, high risk (A rated) premises such as manufacturers of animal feed, feed additives, anti-toxicants, proteins or compound feeds require an annual inspection. Currently there is only one such premises registered within the area of SRS. There are also a limited number of medium risk (B-C) feed businesses with the majority of these being suppliers of surplus food which is placed into the feed chain, such as brewers with surplus grains and supermarkets with surplus breads etc. Most of the feed premises within SRS fall within the low risk (E) category and are farms who buy in feed when grazing is restricted.

An intervention is required to be completed of all new feed businesses. Last year there were 7 new feed businesses in Bridgend, 3 in Cardiff and 11 in Vale of Glamorgan.

Feed Safety Re-visits

Re-visits are undertaken to ensure compliance because of an identified nonconformity during an inspection or because of a complaint. It is therefore not possible to plan the number of re-visits that will be undertaken during the year. 5 were undertaken in Bridgend, 1 in Cardiff and 1 in the Vale of Glamorgan.

The table below illustrates the feed intervention programme for 2026/27 which has been devised with consideration to the Feed Law Code of Practice:

Proposed Feed Intervention programme 2026/27

INLAND FEED INSPECTIONS	Planned inspections Bridgend	Planned inspections Cardiff	Planned inspections Vale of Glam	TOTAL
Manufacturer		1	2	**3**
Co-product producer	2	3	0	**5**

Mobile mixer		0	0	**0**
Importers	0	0	0	**0**
Stores	0	0	0	**0**
Distributor	0	0	1	**1**
Transporter	0	0	2	**2**
On farm mixer	0	1	2	**3**
Pet food manufacturer	2	0	1	**3**
Supplier of feed materials/surplus food	4	5	2	**11**
TOTAL	**8**	**10**	**10**	**28**
FEED HYGIENE AT PRIMARY PRODUCTION	**Planned inspections Bridgend**	**Planned inspections Cardiff**	**Planned inspections Vale of Glam**	**TOTAL**
Livestock farms	52	7	46	**105**
Arable farms	0	2	9	11
TOTAL	52	9	55	**116**
OVERALL TOTAL	**60**	**19**	**65**	**144**

3.2 Food and Feed Complaints

There are occasions where unsafe practices or potential risks come to light because of a complaint or concern raised by a member of the public or employee and these are treated as complaints. Complaints received vary from foreign bodies, to mould, to compositional standards or to the perception that the food or feed is spoiled. Following a complaint an Officer will carry out an investigation to verify the existence of the problem and where necessary seek to minimise the risk. This will often require the procurement of a sample, which would not form part of the sampling programme.

Support from the Public Analyst and Public Health Wales Laboratory is needed to complete investigations which place a financial implication on service provision.

An estimate of the number of complaints likely to be received can be made from looking at the previous year's figures which are illustrated in section 6.1.4 below.

3.3 Home Authority Principle and Primary Authority Scheme

The Service is committed to developing good relationships with food businesses in the area and where appropriate establishing Home or Primary Authority Partnership agreements. The home authority scheme is a system where a business gets advice and support on food law from one local authority usually where its head office is based to ensure consistent enforcement across the country.

The Primary Authority Scheme builds on the foundations created by the Home Authority Principle by forming a legal agreement between a business and a local authority to deliver tailored advice which other local authorities must respect. This ensures consistency of regulation and reduces

inspections and paperwork for the business and allows the recovery of costs by the local authority. The Office for Product Safety and Standards promotes the Primary Authority (PA) scheme in Wales.

Since October 2017, amendments to the Regulatory Enforcement and Sanctions Act brought some significant changes to the PA scheme which has broadened the scope for SRS to enter PA partnerships. As a result of this, some existing PA Partnerships in England now require additional support for Welsh Devolved matters so that businesses trading in Wales need to have a Welsh PA partner to issue advice in Wales.

PA advice that has been issued must be considered by local authorities during their interaction with that business. The PA can block enforcement if the enforcing authority has not considered the relevant PA advice or disagrees with their interpretation.

Conversely, where the Service deals with a business that has a PA agreement in place with another Authority, the following guidelines will apply: -

- Where Shared Regulatory Services acting as an enforcing authority has concerns about the compliance of a business that has a PA, it will discuss the issue with the PA at an early stage.
- If enforcement is envisaged SRS will notify the PA of the proposed enforcement action through the PA Register.
- SRS will follow published inspection plans and will only deviate if required to issue a food hygiene rating or events during a visit require this.

SRS now has some 28 Primary Authority partnerships in place with both local and national businesses and can charge for the work done as part of these arrangements based on full cost recovery. Of those Partnerships, and despite the new regulatory scope approach within the changes to Primary Authority, 20 are more likely to request or be given advice and support from a Food or Feed perspective.

- Bravura Foods Ltd
- Cadwaladers (Cardiff) Limited
- Cardiff and Vale University Health Board
- Cwm Taf Morgannwg Health Board
- PJ & RP Best Limited
- Prime & Pasture UK Limited
- Royal Voluntary Service
- Vale Hotel & Resort
- Wallice Main Ltd
- Wine and Spirit Trade Association.

Devolved Welsh Partnerships:

- Association of Convenience Stores
- Hallmark Care Homes
- Health Food Manufacturers Association
- John Lewis
- Marstons
- Mitchells and Butlers

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- One Stop
- Sainsbury's
- Tesco
- Waitrose

We have been reviewing our Primary Authority Partnerships regularly to ensure that they remain effective for both SRS and the businesses. We are looking to offer more informal support to businesses where appropriate and/or on a more ad hoc basis where it is more beneficial to both parties given the formalised nature of Primary Authority.

3.4 Advice to business

Shared Regulatory Services assists businesses by providing food and feed safety advice through a variety of channels, such as:

- **Advice provided as part of the inspection process** – The service continues to provide food and feed safety advice as part of the inspection process, receiving the comments such as those below in relation to food safety inspections.

- **Responding to complaints and requests for service**

- **Provision of information leaflets -** The service provides guidance leaflets for on good practice for different types of business.

- **Promotion and participation in national events, such as Food Safety Week** – SRS regularly issues press releases and food tweets to promote best practice

- **Participation in working groups, such as Events Liaison Panel** – In order to ensure proper co-ordination with all partner agencies in preparation for the smooth running of major events, the Service is part of the Events Liaison Panel at Cardiff Council and the Events Safety Advisory Groups at both Bridgend and the Vale of Glamorgan. Having the capital city based within the SRS region and the coastline, there are lots of large events that are that attracted to the area such as the Elvis Festival held in Porthcawl, the Homeless World Cup, Mardi Gras and Winter Wonderland events in Cardiff and Vale Agricultural Show and Cowbridge Food and Drink Festival. These along with many others received advice, comments or visit support on food safety, health and safety, trading standards, pollution, licensing and specialist areas such as water usage.

- **Advice through Shared Regulatory Services website** – A wide range of information is available on the SRS Website which is continually reviewed and updated.

- **Practical targeted training** – SRS provides accredited training to individuals through its Level 2 and 3 Food Safety and Level 2 Health and Safety Courses and HACCP and Allergens. SRS has further expanded the training being offered for businesses and now delivers training both face to face and online, to provide more choice and flexibility for food businesses.

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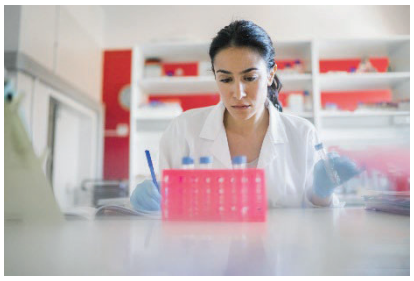
- **Paid for food hygiene advice visits available to all applicable food businesses** - Shared Regulatory Services offers a paid for advice service to businesses. A fee of £90 +VAT per hour is charged for an onsite advice visit tailored to the business' needs with a follow up written report.

3.5 Food and Feed Sampling



Sampling is important in helping protect public health and safety by testing food and feed to ensure they meet composition, labelling, chemical and microbiological safety standards in accordance with current Codes of Practice and guidance. Proactive sampling is undertaken in the following situations:-

- National, regional and locally co-ordinated surveys/programmes;
- Local food and feed producers;
- Home and originating authority samples;
- Complaints;
- Approved Premises – Bacteriological/Chemical water sampling in certain circumstances
- Process monitoring and verification;
- Special investigations;
- Imported foods and feed;
- Inspections;
- Durability;
- Surveillance/screening;
- Water quality monitoring aboard ships, approved premises and food businesses served by private water supply.;
- Foods procured by the authority will be checked for compliance not only with legal standards but the specifications of the contract. This will include meat speciation.

Each year SRS receives a budget allocation for microbiological analysis of samples from Public Health Wales.

Food Hygiene Sampling

Sampling to secure the safety of food involves testing of food and water for microbiological, chemical, physical and/or radiological parameters. The food hygiene sampling plan is largely determined by the Service's participation in proactive schemes co-ordinated through agencies such as the Food Standards Agency (FSA), Public Health Wales, Local Government Regulation (previously LACORS), Welsh Food Microbiological Forum (WFMF) and UK Health Security Agency. End product testing at approved establishments and high-risk premises also constitutes an important element of the proactive work undertaken by the Service. Reactive sampling arrangements cover food importation, food poisoning outbreaks and the investigation of water and food complaints.

Details of the planned sampling programme for Food Hygiene can be found at Appendix A

Food Standards Sampling

Priorities for food sampling are primarily identified after considering the risk to consumers in terms of safety or economic loss, data from the previous year's sampling programme indicating areas of concern, emerging risks and priorities identified by local and National intelligence.

An area of growing concern surrounds the declaration and the cross contamination of allergenic ingredients in takeaway dishes. There have been several well publicised cases in the media that have highlighted the dangers of eating unsafe food sometimes with fatal consequences. During recent years priority has been given to sampling products from takeaway premises to establish the presence of undeclared allergens and this work will continue alongside an educational programme aimed at smaller retail premises to increase compliance.

Where resources allow, SRS will continue to support operation OPSON a global initiative jointly coordinated by Europol-INTERPOL focusing on counterfeit and substandard food, and the organized crime networks behind this illicit trade. In the UK activities are co-ordinated by the National Food Crime Unit (NFCU) and the Food Standards Agency (FSA).

Details of the planned sampling programme for Food Standards can be found at Appendix B.

Feed Hygiene Sampling

Contaminated or unfit feed given to animals can adversely affect animal health and the health of consumers of animal products (milk, meat and eggs). While the frequency of major feed incidents is low, the impact in terms of public health risk, cost and reputational damage can be high.

When incorporated into a programme of official feed controls, risk-based sampling will ensure that a robust, targeted and proportionate level of enforcement takes place. The sampling programme is designed to detect/prevent potential threats to feed safety for food producing animals, based on officers' local knowledge as well as the national enforcement priorities set by the FSA .

Feed sampling during 2026-27 will follow the National Enforcement Priorities for Feed where resources permit.

3.6 Control and investigation of outbreaks and food related infectious disease

All cases of communicable disease are investigated, and full details of this work are outlined in the Communicable Disease and Health Protection Plan 2026/27. This includes the investigation of notified confirmed and suspected cases and outbreaks of food poisoning and food borne disease. These investigations are supported by reactive inspections of food businesses, food, water and environmental sampling of implicated premises and proactive delivery of bespoke training.

The investigation of cases and outbreaks of food poisoning routinely includes:

- The receipt and verification of laboratory confirmed isolates from Public Health Wales Microbiological Laboratories (via Tarian) and unconfirmed reports of food poisoning from Medical Practitioners, members of the public, cases, employers, other local authorities and rarely masters of vessels visiting the port and their agents;

- Telephone and less frequently face to face interviews with cases, close contacts and the provision of infection control advice;
- Managing exclusions of cases and contacts from the workplace, schools and health care settings;
- Liaison with GP surgeries, hospitals, Public Health Wales and other stakeholders during the investigation for the purposes of identifying the source of infection and preventing onward transmission;
- Undertaking site visits and applying control and preventive interventions;
- Managing the collection and submission of faecal samples;
- The collection, analysis and reporting of data relating to food poisoning;
- The investigation, management and control of outbreaks of communicable disease where food or water is, or is thought to be, the vehicle of infection.
- Taking the lead on, and contributing to, local and national communicable disease initiatives and surveillance programmes, examples have included the Campylobacter Good Practice Statement, Hepatitis E and E. coli O157 national surveillance programmes.

Sporadic cases of pathogens linked to food and water consumption include Campylobacter, Salmonella, Cryptosporidium, Giardia, E.coli 0157, Hepatitis E and Listeria. Investigations of these pathogens vary in complexity and control and preventive measures involve a diverse application of interventions for example identifying high risk activities such as food handlers, health care workers, child care workers, environmental sampling and sampling of close contacts and applying control measures such as exclusion from work, restricting employment and leisure activities, closure of business activities and training. Timely investigation is critical to the control and containment of these infections and the targets for initial response are detailed below:

Local Authority target response times for more common communicable disease pathogens

Pathogen	Response time
Campylobacter	Within 96 hours (within 24 hours if part of an outbreak)
Cryptosporidium	Within 48 hours (same day if an outbreak)
Giardia	Within 48 hours (same day if part of an outbreak)
Salmonella spp.	Within 24 hours (within 4 hours if part of an outbreak, or case is a food handler/works in a closed community such as a care home) Salmonella typhoid or paratyphoid – Within 4 hours
STEC / E. coli O157	PCR positive and evidence of HUS, bloody diarrhoea, hospital admission / culture positive for 0157 - Within 4 hours Low risk STEC cases – Within 24 hours
Hepatitis E	Within 48 hours
Shigella	Shigella sonnei – Within 24 hours Other Shigella sp. - Within 4 hours All Shigella cases that are part of an outbreak – 4 hours All Shigella cases that are food handlers – 4 hours All Shigella cases in closed communities such as care homes – 4 hours

Listeria monocytogenes	Within 4 hours
Any other organism thought to be associated with foodborne illness / food poisoning *(e.g. Cyclospora sp)*	Within 24 hours
Clostridium perfringens	Within 24 hours if likely to be food borne
Bacillus cereus	Within 24 hours if likely to be food borne

Outbreaks - In addition to the ongoing investigation of sporadic cases of food poisoning the service also identify and investigate outbreaks. An outbreak is defined as illness affecting two or more people who share a common exposure factor linked by time, place or person.
Based on previous year's demand, it is estimated that the team will undertake the following investigations during 2026/27.

Estimated Communicable Disease Interventions 2026/27			
	Bridgend	**Cardiff**	**Vale of Glamorgan**
Total No. of confirmed food poisoning notifications	42	101	46
No. of food related outbreaks	1	0	0

Cases are only deemed to be a confirmed food poisoning where no other plausible risk factors have been determined from interviewing a case.

3.7 Feed/Food Safety Incidents

The Service will on receipt of any food incident respond in accordance with the Food Law Code of Practice/Practice Guidance and any advice provided by the FSA.

A Product Withdrawal Information Notice or a Product Recall Information Notice is issued where a solution to the problem has been put in place – the product has been, or is being, withdrawn from sale or recalled from consumers, for example. A Food Alert for Action is issued where intervention by enforcement authorities is required.

Alerts requiring substantial reactive action will occur occasionally and irregularly. Sufficient resources will be allocated to deal with each warning as it arises, although this may require diversion from the planned programme of inspection.

If the Service becomes aware of a feed hazard, we will take action to protect public and animal health at the earliest opportunity and in any event by the next working day. An assessment will be carried out to determine the likely scale, extent and severity of the risk, involving other agencies as appropriate. Enforcement options include, if necessary, detaining or seizing the feed concerned.

The Service will on receipt of any feed alert respond in accordance with the Feed Law Code of Practice and the Food Standards Agency.

Dealing with feed safety incidents includes the effective response to Feed Alerts issued by the FSA and ensuring that any action specified by the FSA is undertaken promptly and with sufficient resources.

Last year there were 3food safety alerts for action issued by the FSA and none for feed. Further information in relation to these can be found at section 6.19.

3.8 Liaison with other organisations

Liaison is an appropriate mechanism for ensuring consistency between enforcers, for sharing good practice, for sharing information and for informing other enforcers of potential difficult situations.

The main liaison arrangements in place and regularly used are as follows:-

- Food Standards Agency
- Directors of Public Protection Wales Food Safety Expert Panel; Communicable Disease Expert Panel; Wales Heads of Trading Standards Food Panel; Food and Agriculture Panel
- Directors of Public Protection Wales Regional Liaison Group, the Glamorgan Group Food Panel, the all Wales Feed Group; Food and Agriculture Group; South West Wales and South East Wales Food Safety Task Groups, South West Wales Communicable Disease Task Group, Welsh Food Microbiological Forum, Wales Food Hygiene Rating Scheme Implementation Group.
- Liaison with professional bodies such as the Chartered Institute of Environmental Health, the Royal Society of Health, the Royal Institute of Public Health and Hygiene, the Chartered Institute of Trading Standards; Public Health Wales, Care Standards Inspectorate for Wales.
- Office for Product Safety and Standards
- Advisory groups, e.g. Food Hygiene Focus Group.
- Liaison with other Council services such as Business Rates, Planning and Building Control to inspect and review applications, Procurement and Schools Service;
- Liaison with the PH Wales Environment Sub Group and the Infection Control Committee and the Cardiff Health Alliance;
- Maritime and Coastguard Agency and stakeholders at the port including port operators;
- Directors of Public Protection Wales Port Health Expert Panel;
- Association of Port Health Authorities and the Ports Liaison Network;
- Welsh Government;
- Local Government Data Unit
- Cardiff International Airport and stakeholders at the airport including UK Border Force, airline operators, baggage handlers
- Public Health Wales including Consultants in Communicable Disease Control, microbiologists, laboratories at Llandough, Princess of Wales, Singleton and the Heath Hospitals

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- Local Health Boards
- Animal and Plant Health Agency
- Centre for Radiation and Chemical & Environmental Hazards
- Crown and Magistrates Courts
- Public analyst laboratories, Minton Treharne and Davies, Cross Hands and Cardiff

3.9 Food and Feed Safety Promotion

Shared Regulatory Services is committed to promoting a positive food safety culture through a variety of channels. Promotion of food and feed safety will generally involve:

- Provision of advice and information to businesses and members of the public through inspections, complaints and notifications;
- Provision of Food Hygiene training courses at both Level 2 and 3, and HACCP;
- Delivery of Food Safety Management and Safer Food Better Business training;
- Provision of training courses in other languages based on local need;
- Leaflets covering food and feed issues;
- Participation in national events such as Food Safety Week;
- Promotion of Food Hygiene Rating Scheme;
- Guidance to assist businesses;
- Advice through Shared Regulatory Services website and other social media;
- Targeted education, advice and seminars;
- Where possible interventions and promotional activities are evaluated to learn how they can be improved for next time;
- Healthy Options Awards.

3.10 Additional Challenges for 2026/27

Changes to the Food Regulation Landscape

The implementation of the Food Standards Delivery Model (FSDM) is expected to significantly increase the demand placed on the Food Standards function within Shared Regulatory Services. Analysis of the revised intervention profile indicates an increase of approximately 60% in programmed A-C rated food standards interventions across the region. In some categories the increase is particularly significant, with Category A inspections in Cardiff increasing from 36 to 319 premises and in the Vale of Glamorgan from 4 to 88 premises.

In addition to the increase in inspection numbers, the FSDM places greater emphasis on complex areas such as food fraud, authenticity, allergen management and consumer information. These interventions often require more detailed preparation, intelligence assessment, follow-up activity and enforcement action than traditional food standards inspections, increasing the overall resource requirement.

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Based on current intervention forecasts and average officer time required to undertake inspections and associated regulatory activity, the additional workload generated by the FSDM is estimated to be equivalent to approximately two full-time qualified officers. At a time when recruitment and retention of suitably qualified Trading Standards officers remains challenging, this presents a significant capacity pressure for the service. SRS will continue to monitor the impact of the FSDM and review resource requirements to ensure statutory obligations can continue to be met effectively.

Meeting the Required Frequency of Food Hygiene Inspections

The introduction of the **Food Law Code of Practice (Wales) in October 2025** represented a significant strategic change in the delivery of food law regulatory services. The revised Code placed greater emphasis on a risk-based, intelligence-led approach to regulation, giving local authorities greater flexibility in planning and delivering official controls. This shift was intended to enable resources to be targeted more effectively at higher-risk businesses and emerging food safety issues, while allowing a broader range of interventions to be used for lower-risk establishments.

In response to these changes, the Food Hygiene Service has been actively engaged with the All Wales Food Expert Panel to develop an agreed "toolbox" of regulatory interventions that can be applied across the range of risk-rated food businesses. The interventions under consideration include remote assessment methods for lower-risk businesses and partial inspections for higher-risk businesses with a strong record of compliance and good food hygiene ratings. These approaches have the potential to improve the efficiency, effectiveness and resilience of the service, allowing resources to be focused where they will have the greatest impact on public health protection.

However, whilst the additional flexibility provided by the revised Code is welcomed, it is recognised that resource constraints continue to present a significant challenge. Without the continued use of contract staff, the Service's ability to deliver appropriate interventions across all existing and newly established food businesses will remain limited. This may impact the Service's capacity to meet the requirements of the intervention programme, respond promptly to new businesses, and maintain an effective level of regulatory oversight across the food sector.

Increase in food businesses operating online

The increasing use of social media platforms such as Facebook and Instagram has resulted in some businesses seeking to utilise these platforms to market and sell food but without first registering their food business with the local authority. In doing so, these businesses are not inspected to assess their ability to supply safe food to consumers.

Recruitment, Retention and Succession Planning

Environmental Health continues to face significant workforce challenges. Reduced local authority budgets, coupled with a national shortage of qualified Environmental Health Officers have created an increasingly competitive recruitment market. From an all-Wales perspective, authorities are effectively competing for the same limited pool of qualified officers, making it difficult to attract and retain staff.

The position is particularly challenging within Food Safety. Food Safety Officers require a specialist qualification and competency framework to undertake official controls and inspect higher-risk food businesses. The number of graduates entering the profession has declined in recent years, whilst fewer experienced officers are available within the labour market. As a result, recruiting competent

and experienced Food Safety Officers can be extremely difficult, with vacancies often attracting low numbers of suitable applicants or, in some cases, no applicants at all.
Retention also remains a concern, with experienced officers frequently attracted to opportunities in neighbouring authorities, the private sector or specialist regulatory roles. This can result in the loss of valuable expertise and organisational knowledge, placing additional pressure on remaining staff and reducing service resilience.

Shared Regulatory Services also has an ageing workforce, with a number of experienced officers approaching retirement over the medium to long term. This presents a significant succession planning challenge, particularly within Food Safety where professional competence takes many years to develop. Continued investment in trainee development, career progression and workforce planning will be essential to maintain service capacity and resilience.
Due to budgetary cuts the Feed Service lost a post when an officer moved to another local authority area. Their role unfortunately included that of lead feed officer. The Lead Animal Feed Officer Role is being facilitated through a temporary arrangement with Monmouthshire Council, whilst the Team Manager in Animal Health completes the qualification. This has been approved by the FSA.

SRS is committed to opening opportunities for recruitment into the profession by actively supporting the Level 4 Regulatory Apprenticeship Scheme for Wales, in addition to supporting staff complete higher level, and technical, educational qualifications that will enhance their existing roles.

During 2025/26, two Regulatory Compliance Apprentices were appointed, with one post in Trading Standards and the other in Environmental Health. A further two apprentice positions in Trading Standards are planned for 2026/27. It is hoped that this investment in apprenticeship recruitment will help address the shortage of suitably qualified professionals by developing a pipeline of skilled officers for future roles in Environmental Health and Trading Standards.

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4. Resources

4.1 Financial allocation

The estimated financial expenditure on food and feed safety for 2026/27 is demonstrated in the following table. Legal charges are part of a central recharge and cannot be separately calculated. Investment in and renewal of information technology assets is funded centrally following a bid process based on the development of a business case.

	Budget 2023/24	Budget 2024/25	Budget 2025/26	Budget 2025/26			
	Bridgend Cardiff Vale of Glam	Bridgend Cardiff Vale of Glam	Bridgend Cardiff Vale of Glam	Bridgend	Cardiff	Vale of Glamorgan	Total
Staffing	2,322,822	2,371,205	**£2,485,379**	£555,971.43	£1,446,883.58	£511,715	**£2,514,570**
Travel / Subsistence	29,055	29,105	**£29,105**	£6,494.81	£16,902.38	£5,978	**£29,375**
Sampling	37,820	27,344	**£31,347**	£5,306.40	£13,809.60	£4,884	**£24,000**
Supplies and services	30,785	55,030	**£78,737**	£14,019.40	£36,484.68	£12,903	**£63,407**
Income	-3,950	-2,370	**-£3,319**	- £300.00	- £3,110.00	-£600.00	**- £4,010.**
TOTALS	2,416,532	2,480,314	**£2,621,249**	£581,492.04	£1,510,970	£534,880.23	**£2,627,342**

The salary costs presented are representative of the staffing allocation outlined in section 4.2 and are costed at the top of the scale. The above budget does not include major investigations which are difficult to predict.

Income streams do exist within the Service which offset some service of the expenditure. These include the delivery of training, paid for advice and Primary Authority partnerships. Additional income is also provided through fees payable for re-scores and grants provided for promotional work.

4.2 Staffing allocation

The table below summarises the estimated number of posts required to meet the demands placed on the Food and Feed Service and deliver the core functions within. Staff numbers are shown in terms of full time equivalent posts (FTE).

	Bridgend		Cardiff		Vale		Total [FTE]	
Function	Food Safety	Food Stds	Food Safety	Food Stds	Food Safety	Food Stds	Food Safety	Food Stds

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Premises Interventions	5.5	0.4	13.5	1.1	5.5	0.4	**24.5**	**1.9**
Food & Feed Hygiene Complaints	0.75	0.01	1.9	0.1	0.75	0.01	**3.4**	**0.12**
Home/Primary Authority	0.15	0.1	0.5	0.5	0.15	0.1	**0.8**	**0.7**
Advice to Business	0.5	0.1	1	0.4	0.5	0.1	**2**	**0.6**
Food and Feed Sampling	0.40	0.65	0.9	1.15	0.40	0.65	**1.7**	**2.45**
Food Poisoning	0.2	0	1	0	0.2	0	**1.4**	**0**
Food and Feed Safety Incidents	0.15	0.05	0.47	0.55	0.15	0.05	**0.77**	**0.65**
Liaison	0.08	0.03	0.27	0.05	0.08	0.03	**0.43**	**0.11**
Food & Feed Safety/ Standards Promotion	0.2	0.01	0.9	0.05	0.2	0.01	**1.3**	**0.07**
Management	0.72	0.22	1.55	0.44	0.72	0.22	**2.99**	**0.88**
Total Professional	**8.65**	**1.57**	**21.99**	**4.34**	**8.65**	**1.57**	**39.29**	**7.48**
Administration	2	0.18	4.25	0.35	2	0.18	8.25	0.71
Overall totals [FTE]	**10.65**	**1.75**	**26.24**	**4.69**	**10.65**	**1.75**	**47.54**	**8.19**

The tables below indicate the actual number of people resourced to work on Food and Feed safety and related matters (in terms of full time equivalents FTE) at 1st April 2026. While SRS is resourced for **39.72 FTE** to undertake Food and Feed Standards work, in practice this is significantly less. Levels of qualification are expressed with reference to the appropriate Food Safety Act Food Law Code of Practice and Practice Guidance and Feed Law Code of Practice, including support staff.

Successful delivery of the service plan is dependent on adequate staffing resources being maintained during the plan period. To deliver the full programme in accordance with the FSA requirements this would require additional resource over the existing budget

Contractors are being recruited to undertake additional food hygiene inspections to provide a temporary additional resource which are not included below.

Food Safety					
Position	**Function**	**Qualification**	**FTE**		
			Bridgend	**Cardiff**	**Vale**
Head of Shared Regulatory Services	Management of Environmental Health, Trading Standards and Licensing functions	MSc Environmental Health, Bsc Consumer and Trading Standards, Diploma in Trading Standards (DTS)	0.02	0.06	0.02
OM Health and Public Protection	Includes management of public protection functions - food hygiene, port health and food poisoning and Trading Standards	BSc (Hons) Environmental Health	0.075	0.15	0.075
OM Enterprise & Specialist Services	Includes management of Industry Team which includes Food Hygiene, Food Standards and Feed Hygiene functions; and also the Environment Team (Feed Hygiene)	BSc Environmental Quality and Resource Management	0.02	0.04	0.02

Team Manager (Food Safety and Port Health)	Food safety management and liaison.	Environmental Health Officer (EHORB registered, competent to inspect all categories), Lead Auditor qualification	0.4	1.4	0.4
Team Manager (Health & Safety and Communicable Disease Team)	Community Health including food poisoning and liaison	Environmental Health Officer(EHORB registered)	0.06	0.12	0.06
Team Manager (Industry)	Management of Industry Team which includes Food Hygiene and Food Standards functions at Manufacturing Premises	Diploma in Trading Standards (DTS), Lead Auditor Qualification. MSc. Environmental Health	0.1	0.2	0.1
Food & Port Health (Staff Development) Supervisor	Management of technical officers, contractors and the validation of officer competency.	Degree in environmental health or other suitable qualification required under the Food Law code of Practice.	0.2	0.5	0.2
Environmental Health Officers (Food Safety and Port Health)	Food safety inc. 2 FTE for Port Health	Degree in environmental health or other suitable qualification required under the Food Law code of Practice.	4.23	11.8	4.23
Environmental Health Officers (CD)	Community health (food poisoning and infection control)	Degrees in in Environmental Health or equivalent science	0.23	0.46	0.23
Environmental Health Officers (Industry)	Food Safety & Food Standards at Manufacturing/Industrial Premises including EH Approvals	Degree in environmental health or other suitable qualification required under the Food Law code of Practice.	0.80	1.60	0.80
Environmental Health Technical Officer (Food Safety and Port Health)	Food safety and port health	Degree in environmental health or other suitable qualification required under the Food Law code of Practice.	0.5	2	0.5
Environmental Health Technical Officer (CD)	Community health including food poisoning	Degrees in in Environmental Health or equivalent science	0	0	0
Environmental Health Officers (Business Engagement and Training) industry	Food Safety & Food Standards at Manufacturing/Industrial Premises	Ordinary & Higher Certificates in Food Premises inspection, Higher Certificate in Food Control	0.25	0.5	0.25
		Total Professional staff	**6.89**	**18.84**	**6.89**
		Overall total professional staff (including vacant posts, long term sick and re-purposed posts.	**32.61**		

In terms of food safety there is a shortfall of **7.11 FTEs** needed to meet the demands placed on the Food Safety service and deliver the full Food Safety programme in accordance with the Food Law Code of Practice and participate in all surveys with other local authorities.

Food Standards					
Position	Function	Qualification	FTE		
			Bridgend	Cardiff	Vale
OM Health and Public Protection	Includes management of public protection functions - food hygiene, port health and food poisoning and Trading Standards	BSc (Hons) Environmental Health	0.05	0.1	0.05
OM Enterprise & Specialist Services	Includes management of Industry Team which includes Food Hygiene, Food Standards and Feed Hygiene functions; and also the Environment Team (Feed Hygiene)	BSc Environmental Quality and Resource Management	0.02	0.04	0.02
Team Manager (Food Safety and Port Health)	Food safety and food standards management and liaison.	Environmental Health Officer (EHORB registered, competent to inspect all categories), Lead Auditor qualification	0.05	0.1	0.05
Team Manager (Trading Standards)	Management of Commercial Services Trading Standards Team includes Food Standards and Feed Hygiene functions.	BSc Consumer and Trading Standards, DCATS, Lead Auditor	0.05	0.2	0.05
Team Manager (Industry)	Management of Industry Team which includes Food Hygiene and Food Standards functions at Manufacturing Premises	Diploma in Trading Standards (DTS), Lead Auditor Qualification, MSc. Environmental Health.	0.05	0.05	0.05
Trading Standards Officers (Trading Standards)	Food standards and feed hygiene functions.	Diploma in Trading Standards (DTS) or Diploma in Consumer and Trading Standards (DCATS).	0.73	1.55	0.73
Trading Standards Officer (Industry)	Food Safety & Food Standards at Manufacturing/Industrial Premises including EH Approvals	Diploma in Trading Standards (DTS) or Diploma in Consumer and Trading Standards (DCATS).	0.28	0.55	0.28
Environmental Health Officers (Food Safety & Port Health)	Food safety in retail premises.	Degree in environmental health or other suitable qualification required	0.47	1.13	0.47

		under the Food Law code of Practice.			
Trading Standards Technical Officer	Food standards and feed hygiene functions	DCATS Food and Agriculture module or equivalent.	0	0	0
Environmental Health Technical Officer (Food Safety & Port Health)	Food safety in retail premises.		0	0	0
		Total Professional FTE	**1.70**	**3.72**	**1.70**
		Overal total professional FTE including vacant posts.	**7.11**		

Currently there is a deficit of 0.37 FTE for Food Standards. To address this Food hygiene officers have begun undertaking food standards inspections within prescribed premise types which are completed alongside the food hygiene inspection. This enables a multi skilled approach to the enforcement of food. As such the food hygiene table contributes to the resource provided to food standards intervention programme but high-risk premises and non-compliances remain with the Trading Standards Team.

Feed Safety					
Position	**Function**	**Qualification**	**FTE**		
			Bridgend	**Cardiff**	**Vale**
OM Enterprise & Specialist Services	Includes management of Industry Team which includes Food Hygiene, Food Standards and Feed Hygiene functions; and also the Environment Team (Feed Hygiene)	BSc Environmental Quality and Resource Management	0.01	0.02	0.01
Team Manager (Trading Standards)	Management of Commercial Services Trading Standards Team includes Food Standards and Feed Hygiene functions.	BSc Consumer and Trading Standards, DCATS including animal feed and animal health and welfare, Lead Auditor	0.0025	0.01	0.0025
Team Manager (Industry)	Management of Industry Team which includes Food Hygiene and Food Standards functions at Manufacturing Premises	Diploma in Trading Standards (DTS), Lead Auditor Qualification, MSc. Environmental Health.	0.0067	0.0067	0.0067
Team Manager (Environment)	Management of Animal Health and Welfare Team	BSc, Environmental Health, Animal Health and Welfare Qualification	0.04	0.03	0.04
Trading Standards Officers (Trading Standards)	Food standards and feed hygiene functions.	Diploma in Trading Standards (DTS) or Diploma in Consumer and Trading Standards (DCATS).	0.05	0.1	0.05

Trading Standards Officer (Industry)	Food Safety & Food Standards at Manufacturing/Industrial Premises including EH Approvals	Environmental Health Officers & Trading Standards Officers	0.02	0.02	0.02
Animal Health & Welfare Officers	Feed hygiene on farm including sampling	Competency achieved through training, monitoring and assessment	0.10	0.046	0.010
	.	**Total Professional FTE**	**0.23**	**0.23**	**0.0.23**
		Totals			
		Overall Total (FTEs)	**0.693**		

4.3 Staff Development Plan

Shared Regulatory Services approach to managing staff development is through the production of a Workforce Development Plan that provides a plan for developing the workforce to ensure the workforce has and maintains the right mix of experience, knowledge and skills required to fulfil our goals.

The Workforce Development Plan, provide a framework that addresses wide ranging issues and bring together the following areas:-

- Developing organisational culture
- Leadership and management development
- Skills development
- Recruitment, retention and progression
- Communication and employee engagement
- Employee performance management

This is supported through a staff appraisal system called #itsaboutme. This system is designed to be a dynamic and engaging approach to help team members and line managers to thrive and achieve their best performance, whilst supporting all staff in delivering towards the Annual Delivery Plan and Service Area Plans, and therefore the success of the Council. It has four quarterly touchpoints, with two formal half-yearly meetings with the line manager and two informal touchpoints.

Continuing Professional Development (CPD) is actively encouraged, and officers attend a wide range of training courses, seminars, meetings and briefings to help maintain competency and improve technical, legal and administrative knowledge. The new Food Law Code of Practice requires a minimum of 20 hours CPD to be completed by all authorised officers. The Chartered Institute of Environmental Health and the Chartered Trading Standards Institute have mechanisms in place to monitor CPD of its members requiring 20 hours a year to be met for normal membership and 30 hours a year for chartered membership.

Regular food safety and standards training is carried out in house. At least one internal training session will take place each year.

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All officers receive training in respect of new food and feed legislation and how it relates to establishments involved in the supply of products of animal and non-animal origin. This is an ongoing process, and officers will receive further training and guidance as required.

The Service also recognises the need for full technical support to be available to all Food and Feed Officers, and this is achieved through a variety of ways, including internet subscription and library.

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5. Quality Assessment and Internal Monitoring

Shared Regulatory Services recognises the need to measure the effectiveness of its food and feed safety duties and strongly supports the ethos of continuous improvement. The Service therefore participates and undertakes several activities to ensure that work is of a high standard and opportunities to identify and implement improvements are taken.

Documented procedures

To ensure the quality and consistency of our activities, processes, procedures and work instructions for Food and Feed enforcement activities have been developed to harmonise the processes, and work across Shared Regulatory Services and are available to all Shared Regulatory Services staff. They identify responsibility for the work carried out and are reviewed regularly to reflect any changes required by legislation, guidance or audit to ensure continual improvement.

Assessment and audits

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

- Internal audit of documented procedures and work instructions;
- Audits undertaken by the Food Standards Agency.
- Customer consultation and feedback.
- Review of corporate complaints and compliments about the service.

In February 2025 an audit was completed by the Food Standards Agency Wales and the action points identified will be addressed in amendments to the procedures and policies of the service.

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6. Review

6.1 Review against the Service Plan

It is the policy of Shared Regulatory Services to review performance against the Service Plan on an annual basis, supported with regular monitoring of performance measures to ensure continuous improvement throughout the year. Shared Regulatory Services has an effective performance management infrastructure in place for developing, delivering, monitoring and reviewing interventions which is undertaken through the following mechanisms: -

- The Joint Committee for the Shared Regulatory Service will approve this Service Plan setting out the work programme for the service and reviewing performance against the previous year's programme.
- Performance of the service is considered at fortnightly management meeting, whilst performance against strategic and local Performance Indicators is reviewed monthly.
- Fortnightly team meetings allow for the effective management of work and are also one of the routes of communication that allow individual and team involvement in the development and delivery of interventions.
- Performance of individuals is managed through the #itsaboutme Scheme performance appraisal detailed above and internal monitoring procedures.
- Procedures and work instructions will be managed through a Shared Regulatory Service document control system.

6.1.1 Review of Food Hygiene Interventions 2025/26

Programmed Food Hygiene Intervention Plan

The following sections identify those planned interventions due at the beginning of 2025/26 for Food Hygiene and reports on the delivery of those interventions together with information on enforcement activities.

The table below shows the proposed number of interventions at the start of the year, together with those that were undertaken and the overall % achievement.

Review of Food Hygiene Intervention Plan 2025/26									
Risk Category	Number of Interventions due at start of year (including any backlog)								
	Bridgend			Cardiff			Vale of Glamorgan		
	Due start of year	Actual completed	% programme achieved at end of year	Due start of year	Actual completed	% programme achieved at end of year	Due start of year	Actual completed	% programme achieved at end of year
A	2	2	**100%**	15	15	**100%**	1	1	**100%**
B	40	40	**100%**	155	155	**100%**	43	43	**100%**
C	346	346	**100%**	802	802	**100%**	306	306	**100%**
D	58	48	**82.76%**	319	234	**73.35%**	71	63	**88.73%**
E	154	117	**75.97%**	347	269	**77.52%**	159	127	**79.87%**
New business									

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(incl outstanding)	172	219	**78.54%**	403	565	**71.33%**	183	235	**79.87%**

In line with the Food Law Code of Practice 100% of all A, B and C rated premises due an intervention received one.

The target for interventions at new businesses was set at 90%, the reason for it not being 100% is difficulty is often encountered in accessing new businesses due to them opening for trade later than intended and home caterers often cancel appointments at late notice (these are required to be made in advance due to privacy laws).

There was a significant failure to meet the new business target in each local authority area. This is attributed to staff vacancies and employees taking maternity leave. Similarly, this had a negative impact on the completion of the interventions for the lower risk rated businesses.

In 2025/26, 402 low risk (E rated) businesses were contacted to request completion of an alternative enforcement questionnaire to identify if there had been a change in ownership, change in use or identify any risk that required a physical intervention. The outcome of this contact was as follows:

Status	**Number**	**Percentage**
Business closed	55	14%
Form returned and no further action *(This also includes inspections already complete or closed by the time HPSOs got to them)*	292	72%
Further intervention required due to failure to return, or inspection required due to change in use *(This also includes businesses needing more calls, or final letters sent and not responded to)*	55	14%
Total	402	100%

In 2024/25 an MS form version of the alternative questionnaire was trialled for E rated businesses. This enabled its completion online and to be imported and uploaded directly to the Tascomi database. This process appeared to improve response rate and reduced time and costs making the process more streamline. Following the successful trial, in 2026-27 where a business is due both a food hygiene and food standards low risk intervention, food hygiene and food standards have been combined into one form to further reduce officer and food business operator time and duplication.

Additional interventions completed in 2025/26

TYPE OF INTERVENTION	No. OF PREMISES VISITED						Total	
	Bridgend		Cardiff		Vale			
	est	actual	est	actual	est	actual	est	actual
Revisits	61	42	259	179	76	49	396	**270**
Rescore inspection (FHRS)	21	11	127	135	27	38	175	**184**

The table above illustrates that there were a significant number of revisits and rescore inspections required last year. Of note is a significant reduction in the number of revisits that were programmed. It is unclear what has contributed to this.

Performance Measures

Broadly compliant businesses and the Food Hygiene Rating Scheme - Businesses with a food hygiene rating of 3 and above are classed as "broadly compliant" in meeting food hygiene standards with those receiving a food hygiene rating of 2 or below requiring further regulatory intervention. The target for the number of food businesses that are broadly compliant across each local authority area is 95%.

The number of food businesses with a food hygiene rating of more than 3 continues to remain at a high level with 98.24% in Bridgend, 96.65% in Cardiff and 98.19% in the Vale of Glamorgan.

Prosecutions and enforcement action

SRS is committed to enforcing the laws we regulate utilising all enforcement tools available in a proportionate manner in accordance with the Compliance and Enforcement Concordat, During 2025/26 the Food hygiene service successfully completed the enforcement actions below with 7 prosecutions:

Food Hygiene Enforcement Actions 2025/26			
Type	Bridgend	Cardiff	Vale of Glam
Written warnings	509	1,316	392
Hygiene improvement notice	20	17	8
Remedial action and detention notices	1	9	1
Seizure, detention and surrender of food	0	1	0
Voluntary closure	0	13	1
Hygiene emergency prohibition notice	0	0	0
Suspension/revocation of approval or licence	0	0	0
Imported food notices	0	1	0
Simple caution	0	0	0
Prosecutions instigated	0	6	1
Prohibition order	0	1	0

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Sale of Out-of-Date Food by Major Food store Chain

On **21st May 2025**, a major supermarket pleaded guilty to four charges of selling unsafe food. During a routine inspection in January 2024, officers visited a supermarket in Cardiff and found 36 items of chilled foods which were out of date on sale. Some of these were foods targeted specifically at children. Several follow up visits over a 3 month period at this store and another store operated by the same company, found a total of 115 items, including some that were more than two weeks out of date. They were fined £640 000 plus costs

Failure to register a food business

A food business operator admitted operating a catering business on at least five occasions between May and June 2024 without first registering the food business with the local authority, despite having been repeatedly advised of his legal duty to do so.
Registration is a fundamental requirement of food hygiene law as it enables food businesses to be inspected and monitored for compliance with food safety standards, helping to protect consumers from potential risks. The investigation established that the food business operator provided catering for several large events, including weddings, from an unregistered home-based food operation while simultaneously informing officers that he would not be trading until suitable premises had been established and registered. As a result, the business operated outside the regulatory framework designed to ensure food is prepared, stored and supplied safely, denying customers the assurance that the business had been subject to food hygiene inspection and official oversight.

On the 5th March 2026 the food business operator entered a guilty plea and was fines £2000, plus £800 surcharge and £200 legal costs.

Failure to Maintain Basic Food Safety Standards A food hygiene investigation at a mobile food concession operating at Barry Island Pleasure Park, identified serious and persistent breaches of food safety legislation that created a risk of food contamination and food poisoning. Officers found inadequate handwashing and equipment washing facilities, an unreliable water supply, poor drainage arrangements, inadequate cleaning and disinfection procedures, failures to prevent cross contamination between raw and ready-to-eat foods, poor food handling practices and ineffective food safety management controls. Conditions were considered sufficiently serious on two occasions to warrant the service of Remedial Action Notices prohibiting the sale of ready-to-eat food, with the business receiving a Food Hygiene Rating of 0 (Urgent Improvement Necessary) following inspection. Despite extensive advice, formal enforcement action and repeated opportunities to achieve compliance, many of the same serious food safety failings reoccurred, including inadequate hand hygiene, poor temperature control, deficient record keeping, and practices that could expose customers to microbiological, physical and chemical contamination risks. The investigation concluded that the food business operator had failed to implement and maintain the basic controls necessary to ensure food was produced and served safely, thereby placing consumers at risk and undermining confidence in food hygiene standards.

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The food business operator was fined £640, ordered to pay a £256 victim surcharge and £250 costs, making a total financial penalty of £1,146, payable at £50 per month.

Cardiff wholesaler imprisoned

This case resulted from an investigation into a Cardiff wholesale chicken supplier that uncovered serious food hygiene and food fraud offences, including poor hygiene standards, out-of-date poultry, inadequate temperature controls, unsafe transportation practices, and the false marketing of chicken as halal.

While the company Director admitted the offences and showed remorse, the Food Business Operator (FBO) denied all charges. A two-week trial found that the FBO had deliberately concealed his involvement through a network of companies and misled customers into believing they were purchasing halal chicken. The jury found him guilty on all 11 charges.

The FBO was sentenced to 4 years and 8 months' imprisonment, while the Director received a 24-month suspended sentence and 150 hours of unpaid work. Both were made subject to 10-year Hygiene Prohibition Orders, preventing them from managing or operating any food business and providing long-term protection for consumers.

6.1.2 Review of Food Standards Interventions 2025/26

Whilst 100% of the A rated (high-risk) inspections due were achieved, a significant backlog of programmed inspections in other risk category areas can be noted from the table below. SRS has endeavoured to address this issue by the provision of training to staff in food safety teams who now deliver food standards inspections alongside food hygiene inspections. The high turnover of staff in the Cardiff Team has meant that performance in this local authority area is less than the other two due to a training gap having to constantly be met for newly appointed officers.

The Trading Standards team continue to deliver a service in respect of food standards; however, this is a focused programme on high-risk businesses which will consider local intelligence and business activity whilst continuing to have regard to the Food Law Code of Practice.

The following table shows the proposed number of interventions, together with those that were undertaken and the overall % achievement.

Review of Food Standards Intervention Plan 2025/26									
Risk Category	Number of Interventions due at start of year (including any backlog)								
	Bridgend			Cardiff			Vale of Glamorgan		
	Due start of year	Actual completed	% programme achieved at end of year	Due start of year	Actual completed	% programme achieved at end of year	Due start of year	Actual completed	% programme achieved at end of year
A	3	**3**	**100%**	11	**11**	**100%**	4	**4**	**100%**
B	91	77	**84.62%**	443	359	**81.04%**	119	101	**84.87%**
C	133	97	**72.93%**	367	235	**64.03%**	266	170	**63.91%**
Unverified businesses	13	13	**100.00%**	49	28	**57.14%**	2	2	**100.00%**

Re-visits	N/A	2	**N/A**	N/A	26	**N/A**	N/A	8	**N/A**
New Business	238	180	**75.63%**	625	417	**66.72%**	264	190	**71.97%**

Percentage of inspections completed at new businesses			
	Bridgend	Cardiff	Vale of Glamorgan
2023/24	78.52%	67.35%	67.00%
2024/25	92.54%	83.89%	85.07%
2025/26	75.63%	66.72%	71.97%

The biggest challenge for Food Standards is the sheer volume of businesses within our footprint (around 20% of all those in Wales) together with the diverse and vibrant nature of the food scene locally, and the very frequent churn of new business start-ups. Additional monitoring has been introduced to ensure that SRS has returned to the requirements of the Code of Practice Guidance identifying those premises with outstanding interventions and putting a programme in place to ensure that these are carried out in accordance with the code.

Food Standards Projects

In addition to routine inspections of food businesses, SRS participated in a number local and national food standards surveys across a range of businesses, these were:-

Food Survey Details	Analysis	Target Number	Results
Intelligence led sampling Glamorgan Group Sampling FSA funded Tomatoes and Peppers for heavy metal contamination	Allergens/ Speciation/ Labelling	Variable	48 samples taken 19 unsatisfactory 8 Formal 10 – all satisfactory
Butchers shops – Burgers and sausages	Composition and labelling	10	6 samples compliant with composition. 4 non compliant labels

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6Glamorgan Group Spirit substitution (Vodka, Gin)/ contaminated alcohol- unable to complete following consultation with PA Gluten free claims	Allergens in cocktails (egg/milk) through cross contact	10 10	– N/A 8 samples – all satisfactory
SRS follow up survey- loose spices - not required as retailers no longer selling non compliant products Glamorgan Group – OPSON Kebabs (Wholesale) pizza toppings / kebabs retail– no intel to support pizza toppings Kebabs	Presence of Aflatoxins and labelling SRS did not participate for wholesalers Allergens - Milk	10	5 samples - all satisfactory for aflotoxins. Unsatisfactory labelling 12 samples – 10 satisfactory. 2 unsatisfactory milk present

Intelligence led sampling- this sampling was completed because of a complaint, or referral from the food hygiene officers having been received**.** Most of the concerns related to the ability of food businesses to accurately identify the allergen ingredients in the food and/or a failure by the business to provide this to consumers on request. A minority of complaints concerned the menu descriptions, specifically questioning the species of meat used against the menu description.

Of the 48 intelligence led samples taken 29 were compliant with legislation in that they were satisfactory and 19 were non-compliant (unsatisfactory). These failures were caused by either the presence of an allergen—despite officers advising staff they were allergic to an ingredient, misleading food descriptions, or, the presence of excessive heavy metals. These businesses have been provided with written guidance and warnings in relation to the non-compliance. These businesses will also be subject to future sampling to ensure that issues identified have been rectified. A further 41 samples were submitted for market surveillance and project work. Eleven samples required further intervention and advice regarding composition and labelling non compliances.

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Eight intelligence led formal samples were taken across SRS due to initial unsatisfactory results. One formal notice has been served requiring corrective actions within a set timeframe, whilst formal investigations have begun against another. These actions form part of a proportionate approach to help businesses achieve compliance.

Undeclared peanut and Aflatoxins in Seeds/ Spices- Aflatoxins are a family of toxins produced by certain fungi that are found on food such as groundnuts, tree nuts, maize, rice, figs and other dried foods, spices, crude vegetable oils and cocoa Aflatoxin-producing fungi can contaminate crops in the field, at harvest, and during storage. As aflatoxins are known to be genotoxic and carcinogenic, exposure through food should be kept as low as possible. Undeclared allergens in food can result from contamination due to poor handling/manufacture practices or adulteration for financial gain.

Due to the high number of failures in 24/25 further sampling was carried out to check compliance. Some retailers had decided to no longer sell the products and a further 5 samples were taken. All of the samples passed for the presence of aflatoxins however needed further advice regarding labelling.

Prosecutions and enforcement action

Food Standards Enforcement Actions 2025/26			
Type	**Bridgend**	**Cardiff**	**Vale of Glam**
Written warnings	7	66	14
Improvement notice	0	0	0
Seizure, detention and surrender of food	0	0	0
Voluntary closure	0	0	0
Emergency prohibition notice	0	0	0
Suspension/revocation of approval or licence	0	0	0
Imported food notices	0	0	0
Simple caution	0	0	0
Prosecutions instigated	0	0	0
Prohibition order	0	0	0

6.1.3 Review of Feed Safety Interventions 2025/26

There is one high risk business registered with SRS in accordance with guidance, but this is just the registered office and the high-risk activities take place outside the area. This business is therefore subject to a virtual inspection only.

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The following table identifies those planned interventions due at the beginning of 2025/26 for Feed Safety and reports on the delivery of those interventions:

Feed Safety Intervention Performance 2025/26								
Type	**No. of inspections due**							
Inland Feed inspections	**Bridgend**		**Cardiff**		**Vale of Glam**		**Total**	
	Due	**Actual**	**Due**	**Actual**	**Due**	**Actual**	**Due**	**Actual**
Manufacturer (A01-08 and R01-04)	0	0	2	1	1	0	3	2
Co Product Producer (R12)	1	1	4	01	0	0	5	1
Mobile mixer (R04)	0	0	0	0	0	0	0	0
Importers	0	0	0	0	0	0	0	0
Stores (R09)	0	0	1	0	0	0	01	1
Distributor (A01-08, R01-03, & R05)	0	0	1	0	2	2	2	2
Transporter (R08)	0	0	0	0	1	1	1	1
On farm mixer (R10 Annex II)	1	1	1	0	1	1	2	1
On farm mixer (R11)	1	0	1	0	0	0	2	2
Pet food manufacturer (R06)	2	0	3	2	2	2	7	6
Supplier of feed materials/surplus food (R07)	8	7	12	11	1	1	21	18
Total inland feed inspections	**13**	**9**	**23**	**13**	**8**	**7**	**44**	**23**
Feed Inspections at Primary Producers								
Livestock farms (R13)	50	40	12	2	59	48*	98	51
Arable Farms (R14)	0	0	1	1	2	3	5	2
Total Feed Inspections at Primary Producers	**5063**	**40**	**13**	**3**	**61**	**51**	**103**	**53**
Total feed inspections	**63**	**49**	**36**	**16**	**76**	**64**	**147**	**76**

business ceased trading

Targets for interventions were not met for certain types of business but surpassed for livestock farms (R13). The failure to meet some targets is due to the service losing its Lead Feed Officer in August 2024 (due to relocation) as well one Animal Health and Welfare Officer being reduced from 30 to 18.5 hours. To address this resource gap, an agency Animal Feed Inspector was appointed to assist in carrying out the livestock farm (R13) inspections. The Lead Feed Officer now sits with Monmouth Council as a temporary solution whilst the Team Manager undertakes the relevant qualification to take up the role. This was discussed and agreed with the Food Standards Agency.

In addition to the programmed inspections there were a number of new businesses that registered and subject to an intervention during the year. These are illustrated in the table below.

Number of New Feed Business Interventions Completed 2024/25											
Number of Interventions due at start of year (including any backlog)											
Bridgend			Cardiff			Vale of Glamorgan			TOTAL		
Registered during year	Actual completed	% prog achieved at end of year	Registered during year	Actual completed	% prog achieved at end of year	Registered during year	Actual completed	% prog achieved at end of year	Registered during year	Actual completed	% prog achieved at end of year
8	6	**75%**	4	5	**125%**	11	7	**63**	**23**	**18**	**78%**

Revisits

There were five revisits undertaken during the year.

Feed Safety Projects

No feed safety projects were completed in 2025/26 due to the prioritisation of resources elsewhere

Prosecutions and enforcement action

No prosecution or enforcements were undertaken during 2025/26.

6.1.4 Complaints

Based on the requests received during the previous year, it was estimated that the service would receive 709 service requests during 2025/26 however the actual number was 709 (Bridgend 127, Cardiff 441 and Vale 141. The table below provides a breakdown of the number received and investigated for each local authority area.

Complaint type	Bridgend	Cardiff	Vale of Glamorgan
Food complaints	33	62	14
Food Hygiene	95	349	84
Food Standards	26	99	22
Total	**154**	**510**	**120**

Cardiff receives significantly more complaints than both Bridgend and the Vale of Glamorgan, almost double of the two areas. This is to be expected due to the large number of businesses in Cardiff.

6.1.5 Review of Primary Authority Activity in 2025/26

In 2025/26, Shared Regulatory Services provided the equivalent of 870 hours advice and support across its Primary Authority Partnerships (including non-food partnerships) generating a total of £73,957 in cost recovery for the service.

In terms of advice and support for our food partnerships, it has included mock inspections, procedure reviews, HACCP comments, food hygiene training, as well as food labelling review and

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advice. The mix of advice has been both informal regulatory opinion as well as more formal Primary Authority Advice published on the Primary Authority register.

We have also actively engaged to support enforcing authorities with queries and enforcement issues.

6.1.6 Review of Advice to Business Activities completed in 2025/26

In 2025/26 Shared Regulatory Services actively assisted businesses by providing food and feed safety advice through the following:

- Discussing topical food and feed matters on our 'Ask the Regulator' Podcast
- Food relevant messages and posts on our Instagram account
- Promotion and participation in national events, such as Food Safety Week
- Participation in working groups, such as Events Liaison Panel (Cardiff) and Event Safe Advisory Groups (Bridgend and Vale of Glamorgan)
- Advice through Shared Regulatory Services website, which we are currently looking at improving and its layout
- Provision of information leaflets
- Practical targeted training
- Paid for food hygiene advice visits available to all applicable food businesses (that have either not opened yet, or had their first rating inspection and also not facing any current enforcement action) - 16 requests in 2024/25, 7 through to completion (some closed or chose re-score).

Food Hygiene and Allergens Training

During 2025/26 food hygiene training has been delivered through Primary Authority Partnerships with Cardiff and Vale University Health Board and Cwm Taf Morgannwg Health Board. Working directly with schools and Big Fresh Catering, training has also been provided to youth volunteers via the Vale Council Youth Support Team to protect the health of young persons within the area.

Additionally, allergen training has been provided to Monmouthshire and Newport Councils, strengthening collaboration with these local authorities and their business communities.

6.1.7 Food and Feed Sampling

Food Hygiene Sampling

The service receives an allocation from Public Health Wales for the microbiological analysis of food and water samples.

During this year samples were taken because of investigation of complaints, intelligence received and for the participation of surveys devised by the Wesh Food Microbiological Forum (WFMF). The

WFMF produces protocols for its surveys and collates the results across Wales to produce reports which may feed into food hygiene policy.

Most informal food samples taken for surveillance and monitoring purposes are assessed using the criteria contained in the "Guidelines for Assessing the Microbiological Safety of Ready-to-Eat Foods Placed on the Market", revised HPA Guidance 2010 and Microbiological Criteria for Foodstuffs (EC Regulation 2073/2005). Most of these samples will be of an informal nature but the provisions of the Food Law Code of Practice will be followed when formal samples are required e.g. where a prosecution could result.

Details of Food Surveys Participated in during 2025/26

Food Survey Details	Total samples	Target	Locations	Results
WFMF Fresh Fruit and Vegetables	(incl resamples)	Bridgend-10 Cardiff-30 Vale of Glam - 10	Bridgend-10 Cardiff-30 Vale of Glam - 10	Satisfactory 50 borderline 0 Unsatisfactory 0
WFMF Sliced Cooked Meats	(incl resamples	Bridgend-10 Cardiff-30 Vale of Glam - 10	Bridgend-10 Cardiff-30 Vale of Glam - 10	Satisfactory 41 borderline 7 Unsatisfactory

Fresh fruit and vegetables survey - This survey was undertaken in response to concerns, regarding the consumption of fresh fruit and vegetables, which do not require any cooking before eating. It is suspected that it is often eaten by the general population without any washing or further preparation, and that it therefore could be a vehicle for enteric pathogens. Any fresh fruit or vegetables sold by catering or retail businesses that was not intended to be cooked before consumption was sampled All results were satisfactory.

Sliced cooked meat survey - During 2024, a number of issues associated with Listeria monocytogenes were identified with premises slicing cooked meats on-site, which led to clinical cases and instances of infectious disease outbreaks. Listeria monocytogenes is of particular concern as numerous outbreaks have been reported worldwide associated with a relatively high case fatality rate, Pre cooked or cooked on site and sliced on site meats were sampled along with swabs of surfaces and information on storage conditions collected from catering or retail businesses
If borderline or unsatisfactory results were obtained from a local producer a partial inspection was completed with appropriate advice being given and the product resampled. If the meat was cooked elsewhere a letter was sent to the manufacturer detailing the results. Resamples were completed to ensure full compliance with microbiological criteria following advice given.

In addition to the participation in the WFMF surveys detailed above the following samples were undertaken:

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Milk sampling survey from vending machines- there are **six** pasteurised milk vending machines across SRS. Following previous unsatisfactory results it was decided to sample all 6 machines. Two were found to be unsatisfactory including one in a garden centre in Cardiff. Liaison with the home authority, of the milk producer and the provision of advice on routine maintenance, cleaning and temperature control over several months finally returned satisfactory results.

Food Standards Sampling

In relation to Food Standards, SRS carried out several surveys during 2025/26 which are highlighted in Section 6.1.2 of this Plan.

Feed Safety

No feed sampling programme was undertaken during 2025/26.

6.1.8 Control and investigation of outbreaks and food related infectious disease

The table below illustrates the incidence of common pathogens potentially linked to the consumption of contaminated food or water which have caused illness across SRS region in 2025/26. More detailed information can be found in the Communicable Disease and Health Protection Service Plan 2026/27.

	Bridgend		**Cardiff**		**Vale of Glamorgan**	
	All cases	Food poisoning cases	All cases	Food poisoning cases	All cases	Food poisoning cases
Brucella melitensis	0	0	1	0	0	0
Campylobacter	239	22	563	61	205	31
Clostridium perfringens	5	5	3	2	0	0
Cryptosporidium	55	0	44	0	43	0
Cyclospora cayetenansis	0	0	0	0	2	1
E.coli non O157	18	6	47	5	16	3
E.coli O157	4	2	5	3	4	0
Giardia	12	0	61	1	22	1
Helocobacter pylori	0	0	1	0	0	0
Hepatitis A	0	0	6	0	8	0
Hepatitis E	4	0	9	0	2	0
Listeria monocytogenes	2	0	1	0	0	0
Norovirus	98	0	341	0	115	0
Salmonella	24	7	65	28	19	8
Shigella	2	0	20	1	5	2
Total	463	42	1167	101	441	46

In addition, there was one outbreak of Clostridium Perfringens linked to consumption of a Sunday Dinner at a local pub:

Clostridium perfringens cases linked to a commercial food business In December 2025, the Service was contacted by a Bridgend-based food business about a number of customers who had self-reported gastrointestinal illness after eating Sunday lunch with them the previous day. The business agreed to voluntarily close to support the local authority investigations.

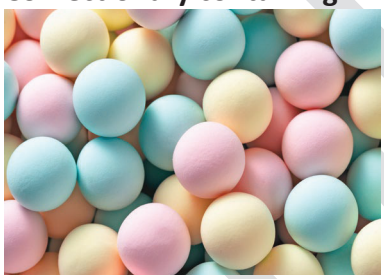
Whilst Food Officers visited the premises to discuss food safety practices for the Sunday lunch service, the Communicable Disease service was able to conduct case interviews to confirm what foods had been consumed, who had reported illness in their party, symptom details and onset information, and other risk factors that could be alternative sources of infection. Line list information was subsequently shared with partners in Public Health Wales to enable the Epidemiology team complete a retrospective cohort study to identify the most likely implicated foodstuffs.

The Service was able to support the collection of faecal specimens from a number of cases, 7 of which subsequently tested positive for ***Clostridium perfringens.*** Out of a total of 116 diners, a further 36 people presented with unconfirmed gastrointestinal symptoms, and were classified as probable cases.

6.1.9 Feed/Food Safety Incidents

There were 3 food alerts received last year from the Food Standards Agency in relation to food :

Confectionary containing Mineral Oil Hydrocarbons



A food alert for action was issued following the identification of imported confectionery products that contained unauthorised mineral oil hydrocarbons. The affected products originated from a manufacturing facility in Canada and entered UK supply chains through third-party importers and distributors outside the manufacturer's authorised UK supply arrangements. Laboratory analysis confirmed the presence of mineral oil aromatic hydrocarbons (MOAH).

This resulted in concerns with safety for consumption due to MOAH being a group of substances that may damage DNA and have the potential to increase the risk of cancer. Although consumer exposure was likely to be low, no level of exposure to these substances is considered entirely risk-free. The risk was of particular concern for children and for individuals who consumed these products regularly or in large quantities.

The alert required local authorities to assist in the identification of any affected stock in businesses, ensure its removal from sale and prevent any further distribution.

Undeclared Peanuts in Dubai Chocolate

A Dubai chocolate product was identified to have contained peanut which was not declared on the product label. The presence of an undeclared allergen meant that the product did not comply with food information requirements and presented a significant food safety risk to consumers with a peanut allergy.

The alert required food businesses to immediately remove affected stock from sale and, where products had already been sold to consumers, undertake a product recall.

The product had been manufactured overseas and supplied to UK food businesses through a distributor operating within the UK supply chain. Enforcement authorities and the Food Standards Agency worked to ensure the product was withdrawn from the market and to minimise the risk of further consumer exposure.

Undeclared Sulphites in Jam

Jam supplied to a store in Cardiff was required to be recalled due to the product containing sulphites which were not declared on the label meaning the product posed a possible health risk for anyone with a sensitivity to sulphur dioxide or sulphites.

The product was manufactured in Scotland by a small hand-made preserve company.

There were no Feed Alerts during the year.

6.1.10 Liaison with other organisations

Liaison with other organisations remains a constant theme of the work of SRS. The list at 3.8 represents all those organisations that the service liaised with during 2025/26.

6.1.11 Food and Feed Safety Promotion

Promoting a positive food safety culture is undertaken through a variety of channels, many of which are directly linked to providing advice to business. See 6.1.6 above.

6.2 Identification of any variation from the Service Plan

The mechanisms in place to review performance enable remedial action to be put in place should any shortfalls against targets or plans occur during the year. Consideration will be given to the various factors that may contribute to any shortfalls and whether additional resources, re-allocation of staff resources or re-prioritisation of workload is required to resolve any problems. Any issues that may not have been resolved at the end of the year will be included in the Service Plan for the following year.

Performance against the Food and Feed Law Service Plan 2025/26 has been outlined in detail above. It was recognised at the time of plan adoption that there would be difficulties in delivering the full requirements of the Food Law Code of Practice. This was due to insufficient resources and a backlog of inspections that had accumulated. To address this, the Food service has invested in the use of contractors. This has resulted in the high-risk inspection programme being completed, and excellent progress being made to clear the backlog of new business registration inspections. However, it is

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recognised that the use of contractors will continue to be required to maintain and improve on this level of performance due to the shortfall in the required number of staff for the service.

To maximise the use of limited resources the Service continues to explore ways of becoming more efficient. This includes:

- enabling officers to utilise the variety of official controls available to address required food hygiene interventions in accordance with the Food Law Code of Practice; such as verification visits for broadly compliant C rated businesses, alternating a full inspection with an information gathering visit to D rated businesses and use of alternative enforcement questionnaire for E rated businesses.
- Reduction of paperwork required to be completed by leaving a confirmation of intervention sheet with a business that is to be awarded a food hygiene rating of 4 or 5 rather than drafting a full inspection report.
- The use of tablet devices to reduce the amount of paper handling and scanning required.
- Training of Food Hygiene officers to complete food standards inspections

6.3 Areas for improvement

As a result of a review of the service, the following opportunities for development are identified for 2026/27.

Food Safety

- Continue to implement and enforce the statutory Food Hygiene Rating System at all visits carried out by the Food and Port Health Teams and initiate projects to ensure appropriate display of ratings.
- Review and revise the SRS authorisation procedure to fully reflect the new competency requirements as prescribed by the food standards agency.
- Continue engaging with business and communicating food safety messages via social media platforms,
- Promote the uptake of paid for advice and training by businesses to improve their hygiene ratings.
- Engage with local businesses to promote and secure additional Primary Authority relationships.
- Introduce the use of tablets for all interventions
- Engage with the relevant organisations to ensure adequate resources are available to monitor and control proposed food imports entering Cardiff Airport.
- Ensure the agreed action plan for the FSA audit in February 2025 is met.
- Strengthen recruitment and retention arrangements to improve service resilience and workforce stability.

Food Standards

- Ensure all unverified premises are contacted and risk assessed as appropriate in readiness for incorporation into a new food standards programme

- Prioritise the development of Food Hygiene officers in undertaking food standards inspections in accordance with new working arrangements.
- Ensure database is up to date and accurate.
- Ensure the agreed action plan for the FSA audit completed in February 2025 is met.

Feed Hygiene

- Ensure all unverified premises are contacted and risk assessed as appropriate.
- Prioritise newly registered feed businesses for inspection.
- Increase the number of qualified and/or competent feed officers through training and monitoring to ensure resilience within the Service.
- Ensure the qualification and appointment of a lead feed officer within the Service

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Appendices

A. Food Safety Sampling Plan
B. Food Standards Sampling Plan
C. Corporate Priorities of partner authorities
D. SRS vision, priorities and outcomes

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Appendix A - Food Safety Sampling Plan 2026/27

Food Safety Sampling Plan 2026/27						
Survey	**Survey no. if applicable**	**Timeframe including days**	**Target Number of premises in total**	**Number, to be submitted at one time**	**Analysis required**	**Team**
Welsh Food Microbiological Forum Targeted Survey 2026 Dairy Milk, Cream and products containing Fresh Dairy Milk and Cream		October – March Mon - Wed	30 Cardiff, 10 Vale and 10 Bridgend	Approx 6 per day	*Enumeration* - E.coli, Enterobacteriaceae Coagulase positive staphylococcus, *Listeria monocytogenes* and other *Listeria* spp. *Detection* - Listeria monocytogenes and other Listeria spp.	Health and Public Protection
Welsh Food Microbiological Forum Shopping Basket No 16 2025		October- March Mon - Wed	30 Cardiff, 10 Vale and 10 Bridgend	Approx 6 per day	*Enumeration* - Aerobic colony count, Enterobacteriaceae , E.coli, coagulase positive staph, Bacillus cereus and species. Listeria spp. *Detection* - Salmonella	Health and Public Protection
Milk vending machines		October – March Mon - Wed	6 locations i.e. 1 Cardiff, 2 Bridgend, 3 VoG	Approx 6 per day	Aerobic colony count, E.coli, Listeria monocytogenes and other Listeria spp, Enterobacteriaceae , Bacillus cereus and other Bacillus spp., Clostridium perfringens	Health and Public Protection
Port Health Waters Shoreside		August –March Mon - Wed	6 locations	Approx 6 per day	E. coli, Enterococci, Coliforms, Aerobic Colony Count	Health and Public Protection

Appendix B - Food Standards Sampling Plan 2026-2027

Q	Food Matrix	Analysis	Target Number	Cost per sample (excl vat)	Total Cost (excl vat)
1 – 4	Complaint samples	Allergens/ Speciation/ Labelling	Variable	Variable	£20,000
	Follow up formal sampling	Allergens/ Speciation/ Labelling			(4 x £5,000)
	Referrals from Food Safety Team	Allergens/ Speciation/ Labelling			
Q1					
	Glamorgan Group – Allergens	Allergens	10		
	SRS – market surveillance :Bakery products	wholemeal and organic claims	10		
2	Glamorgan Group – Protein Drinks	Protein content against declaration	10		TBC
3	Glamorgan Group Imported Foods	Labelling	10		TBC
4					TBC

	OPSON	TBC (FSA)	TBC		

Appendix C Corporate Priorities

Corporate priorities and outcomes of partner Councils

Bridgend County Borough Council

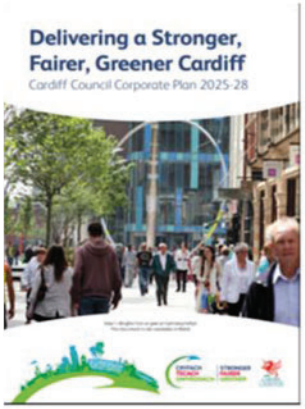
Priorities

- A County Borough where we protect our most vulnerable
- A County Borough with fair work, skilled, high-quality jobs and thriving towns
- A County Borough with thriving valleys communities
- A County Borough where we help people meet their potential
- A County Borough where people feel valued, heard and part of their community
- A County Borough where people feel valued, heard and part of their community
- A County Borough where we support people to live healthy and happy lives.

Outcomes/Aims

- Protect our most vulnerable
- Fair work, skilled , jobs and thriving towns
- Creating thriving valleys communities
- Helping people meet their potential
- Responding to the climate and nature emergency
- Making people feel valued, heard and part of their community
- Supporting people to be healthy and happy.

City of Cardiff Council



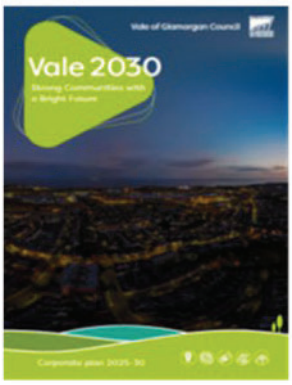
Priorities

- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting people out of poverty
- Safe, confident and empowered communities
- A Capital City that works for Wales
- One Planet Cardiff
- Modernising and integrating our public services

Outcomes/Aims

- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting people out of poverty
- Safe, confident and empowered communities
- A Capital City that works for Wales
- One Planet Cardiff
- Modernising and integrating our public services

Vale of Glamorgan Council



Priorities

- Creating great places to live, work and visit
- Respecting and celebrating the environment
- Giving everyone a good start in life.
- Supporting and protecting those who need us.
- Being the best Council we can be.

Outcomes/Aims

- Creating great places to live, work and visit
- Respecting and celebrating the environment
- Giving everyone a good start in life.
- Supporting and protecting those who need us.
- Being the best Council we can be.

Appendix D – SRS Vision

SRS vision, priorities and outcomes

To be the leading provider of regulatory services that safeguard the health, safety and economic wellbeing of the region

Improving health and wellbeing

- The food chain is safe and free from risks
- Risks in the workplace are managed properly
- Noise and air emissions are controlled
- A safe trading environment is maintained
- Licensed premises operate responsibly
- The quality of private rented property is improved
- Infectious disease is controlled and prevented

Protecting the environment

- The environment is protected from harmful emissions to land, air and water
- People will use energy efficient buildings and products
- Communities are protected from nuisance and are safer
- Animals are treated humanely

Safeguarding the vulnerable

- Children are protected from harmful substances and products
- Older and vulnerable people are protected from rogue traders and scams
- Illegal money lending activities are prevented
- Taxi provision is safe and fair
- Vulnerable people are not subject to exploitation, slavery or trafficking

Supporting the local economy

- A fair trading environment is maintained
- Informed and confident consumers
- Improved business practices and operation
- Accessible services responsive to business needs

Maximising the use of resources

- SRS operates effectively and efficiently across all 3 areas
- Public and stakeholders can access our services
- Income generation underpins sustainable service delivery
- Staff are effective in their roles

Delivering our priorities

Understanding the needs of our customers and placing their needs at the heart of the services we deliver;
Developing a flexible and agile workforce that is responsive to change and that have the right skills to deliver quality services that meet the needs of our customers and local communities;
Maximising internal efficiencies to enhance service quality;
Exploring opportunities to innovate and develop;
Working together to future proof the service to meet financial challenges and future demands.