



FOOD AND FEED LAW ENFORCEMENT SERVICE PLAN

2026 - 2027

Cumberland Council

INTRODUCTION	4
1.0 SERVICE AIMS AND OBJECTIVES	4
1.1 Links to Corporate Priorities and Plans	5
1.2 Links to Other Strategies	5
2.0 BACKGROUND	5
2.1 Profile of the Competent Authority	5
2.2 Organisational structure	6
2.3 Scope of the Service	7
2.4 Demands on the Food and Feed enforcement service	9
2.5 Enforcement policy	10
3.0 SERVICE DELIVERY	11
3.1 Interventions at food and feed establishments	11
3.2 Food Hygiene Interventions	12
3.3 Food Standards and Feeding stuffs Interventions	13
3.4 Complaints and enquires	17
3.5 Primary and home authority principle	17
3.6 Advice to business	18
3.7 Food and Feed sampling	18
3.8 Food safety incidents	19
3.9 Liaison with other organisations	20
3.10 Food safety and promotions	20
3.11 Control and investigation of outbreaks and food-related infectious disease	21
4.0 RESOURCES	21
4.1 Financial Allocation for Food and Feed Services	21
4.2 Staffing allocation	22
4.3 Staff development plan	22
5.0 QUALITY ASSESSMENT	23

5.1	Quality assessment and internal monitoring -----	23
6.0	REVIEW AGAINST SERVICE PLAN 2025/26 -----	23
6.1	Interventions Completed -----	23
6.2	Service Requests / Complaints -----	25
6.3	Food Safety / Food Standards / Feed Sampling -----	26
6.4	Food Alerts -----	26
6.5	Control and Investigation of Outbreaks and Food Related Infectious Diseases -----	26
6.6	Peer Review -----	26
6.7	Performance Indicators – -----	27
6.8	Recruitment -----	27
6.9	Formal Action and Prosecutions -----	27
7.0	AREAS OF IMPROVEMENT -----	27
8.0	FUTURE CONSIDERATIONS -----	28
APPENDIX 1 – CUMBERLAND FOOD & FEED SAMPLING PROGRAMME 2026/2027 -----		29
1.0	Food Safety Sampling -----	29
2.0	Food Standards and Feed Sampling -----	29

Introduction

This Service Plan sets out how Cumberland Council intends to provide an effective food and feed law enforcement service that meets the requirements of the Food Standards Agency (FSA) Framework Agreement. It covers the functions carried out by authorised officers under the provisions of a wide range of legislation relating to food / feed safety and standards from farm to fork. The plan details how we will meet our responsibilities under both the Food Law Code of Practice and Feed Law Code of Practice.

All interventions with businesses and members of the community are carried out with regard to the local authority's commitment to equality of opportunity for local people as set out in the [Cumberland Council's Equality Objectives 2024 - 2028](#).

The Service Plan is approved by the Director of Public Health, Customer and Community Wellbeing.

1.0 Service aims and objectives

The aims and objectives for food and feed safety/standards are:

- To ensure that all food and drink intended for sale for human consumption is produced, stored, distributed, handled or consumed is safe, hygienic and compliant with food legislation.
- To ensure food meets quality standards, is correctly labelled and is honestly described so that consumers can have confidence in the food they buy.
- To ensure food is safe by preventing contamination and protecting consumers with food allergies.
- To ensure that food and feed is traceable from farm to fork to prevent fraud and enable swift action to be taken in the event of any food / feed safety issue.
- To promote healthier food choices.
- To ensure that feeding stuffs are produced, transported, stored and used appropriately to prevent the outbreak of disease and ensure the safety of the food chain.

This will be achieved through:

- Programmed inspections
- Targeted interventions
- Investigation of complaints
- Investigation and control of infectious diseases
- Sampling initiatives
- Training
- Advisory visits
- Enforcement in accordance with the Food & Feed Enforcement Policy
- Promotional events
- Projects
- Using intelligence appropriately

1.1 Links to Corporate Priorities and Plans

The Food and Feed Law Enforcement Service Plan supports and contributes to the [Cumberland Council Plan](#). The service provides a range of mandatory and discretionary activities that protect the health and well-being of residents. This Service Plan links directly to some of the aims of the Cumberland Council Plan:

- Accessible and trusted services
- Involving and engaging
- Learning and improving
- Prevention and early intervention
- Collaborative working
- Leadership
- Local first
- Driving change
- Addressing inequality
- Sustainability

1.2 Links to Other Strategies

The service plan aligns with current priorities as defined in the [FSA Strategy and Strategic Plan 2022 -2027](#) 'Food we can Trust', and aims to put the interests of consumers first, and apply the principles of the Government's 'Better Regulation Agenda', including the Regulators' Code 2014.

The [Regulators' Code 2014](#) made under section 23 of the Legislative and Regulatory Reform Act 2006, applies to all the activities delivered by Public Protection Regulatory Services. The code requires Regulatory Services, along with its principal function of protecting public health, to engage with and support business growth.

As regulators we will take into account and give due weight to the priority outcomes when developing policies and operational procedures, setting standards or giving guidance on enforcement.

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

2.0 Background

2.1 Profile of the Competent Authority

Cumberland Council, along with neighbouring Westmorland and Furness Council, are new unitary authorities which came into existence on 1 April 2023 and replaced Cumbria County Council and the six districts of Allerdale, Barrow in Furness, Carlisle, Copeland, Eden and South Lakeland.

Cumberland is made up of the old districts of: Allerdale, Copeland and Carlisle and borders Westmorland and Furness, with a population of 274,000 that is due to fall by 0.3% by 2028.

Its largest urban area is Carlisle, in the North of the County. There are high levels of deprivation in Cumberland, with 14 community areas falling within the 10% most deprived of areas in England but 10 are amongst the least deprived. There are also smaller pockets of significant deprivation in some of the rural communities.

Agriculture, farming and manufacturing contribute significantly to the local economy and with around 40+ million visitors every year to Cumbria, the food, drink and hospitality sector are very important to the Cumberland economy.

2.2 Organisational structure

Food and Feed Law enforcement is a function of the Communities and Public Protection Service, which sits within the Public Health, Customer and Community Wellbeing Directorate. The responsibility for food and feed law enforcement is performed by authorised officers of the Environmental Health and Trading Standards Teams.

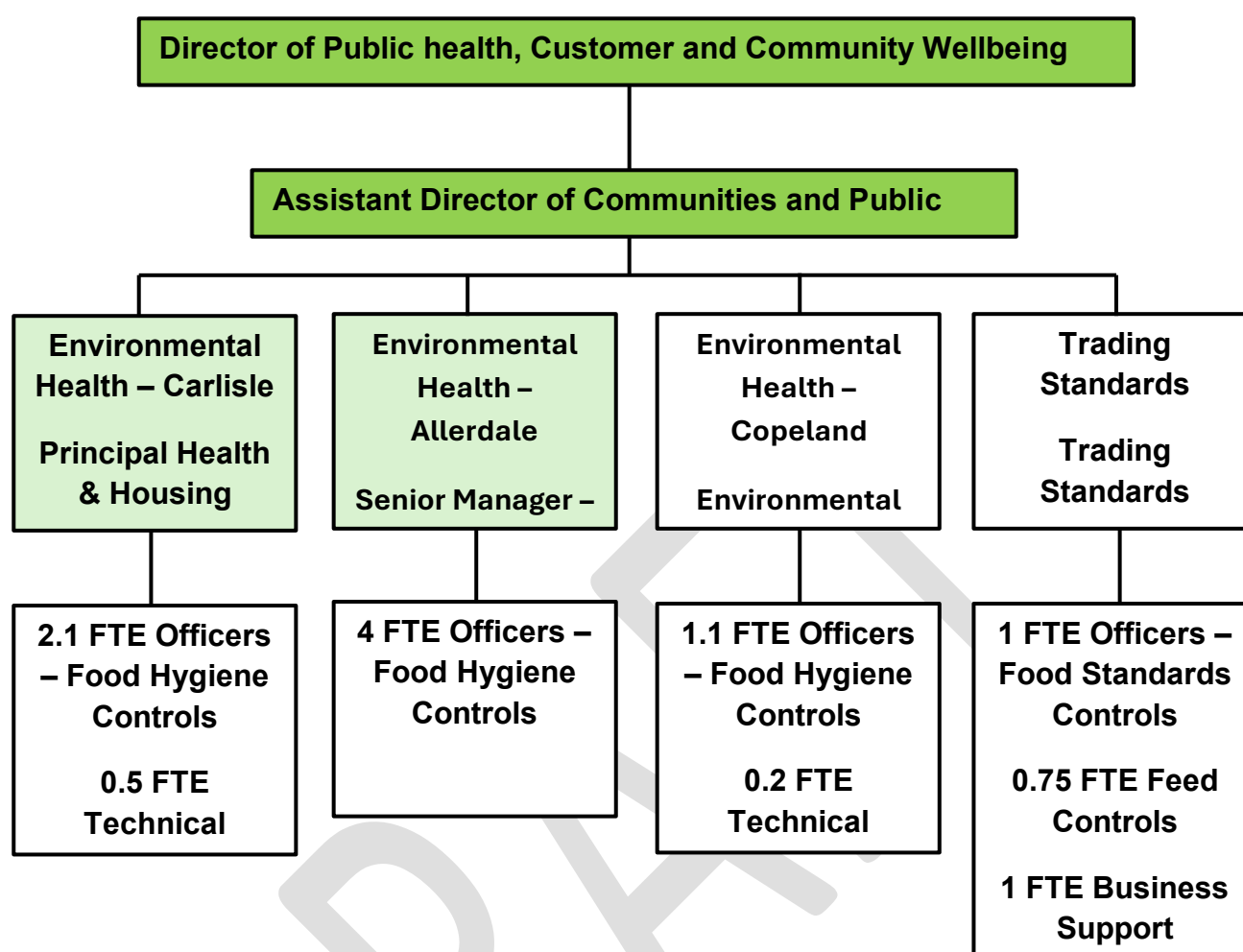
Designated lead food and feed officers are responsible for the day-to-day supervision of the food safety, food standards and feed teams.

Information databases are currently tied to legacy authority servers and for the next 5 – 10 years will continue to function separately. Currently the sovereign authorities to remain in place.

The food and feed service is delivered alongside the following additional regulatory duties:

- Environmental Protection
- Pest Control
- Health & Safety
- Animal Licensing
- Animal Health
- Consumer Protection
- Weights and Measures
- Petroleum Storage Licensing
- Explosives Licensing
- Infectious Disease
- Private Sector Housing

Figure 1 – Organisation Structure for Food and Feed Enforcement:



2.3 Scope of the Service

The service is responsible for the enforcement of relevant food and feed controls, including:

- Undertaking programmed inspections of food and feed businesses throughout Cumberland and revisits where necessary to check compliance with legal responsibilities. Where breaches of legal requirements are identified, the necessary formal or informal action is taken. For food related issues formal sanctions can include Improvement Notices, Emergency Prohibition Notices, and prosecutions.
- Providing advice to food and feed business operators including help on implementing the most appropriate food and feed safety management system for that business; for example the Food Standards Agency's Safer Food, Better Business food safety management system.
- Maintaining a register of food businesses in Cumberland.
- Maintaining a register of animal feed businesses in Cumberland.

- Assessing compliance and taking necessary enforcement action on High risk Primary Production activities at Food businesses (Ready to eat crops etc).
- Operation of the Food Standards Agency's Food Hygiene Rating Scheme (FHRS) for relevant food businesses to help consumers make informed choices about the food they buy and the places where they choose to eat.
- Issuing export and attestation certificates.
- Removing unsafe food from the market by means of detention / seizure / voluntary surrender and forfeiture.
- Operating inland imported food control at retail and catering establishments etc.
- Identifying and assessing premises that require approval of specific food products and ensuring that they are issued with conditional and full approval as necessary.
- Investigation of complaints concerning food establishments and food handling practices.
- Undertaking food and feed sampling activities. The service will participate in co-ordinated sampling surveys/programmes organised by the UK Health Security Agency Laboratory, Food Standards Agency, or Cross Regional Sampling Group.
- Responding to national, regional, and local food safety issues.
- Responding to feed incidents as appropriate.
- Investigations relating to Infectious Disease (food/waterborne infections).
- Providing food hygiene training where appropriate.
- Health promotion activities.
- Consulting on relevant planning and premises licence applications.
- Assessing Food Standards compliance (including labelling, food fraud, composition, authenticity, substitution, allergens and materials and articles in contact with food).
- Investigating Food Standards non-compliances (including labelling, food fraud, composition, authenticity, substitution, allergens and materials and articles in contact with food).
- Assessing compliance of Animal feeding-stuffs with feed hygiene legislation across the feed supply chain (including production, composition, contamination, marketing supply and use).
- Assessing compliance with on-farm medicine records legislation.

2.4 Demands on the Food and Feed enforcement service

The Council's food safety, food standards & feed service is delivered from offices located in Whitehaven, Workington and Carlisle. The service operates during standard office hours of Monday – Friday and undertakes out of office inspections, investigations and emergency response as required.

Table 1 – Cumberland Food Premises profile by type - it covers all registered and approved food establishments by type Environmental Health

Food Premises	Total
Primary Producers	33
Manufacturer & Packers (inc. manufacturers selling by retail)	238
Importer/Exporter	2
Distributor/Transporter	34
Retailers	835
Restaurant/Caterers	2212
Establishments producing food contact materials	3
Caring Establishment	100
Total	3457

Table 2 – Food Establishments subject to Approval (under Regulation (EC) 853/200)

Product Type	Total No of Premises
Meat Products only	4
Dairy Products only	6
Fishery Products only	9
Egg Packers	1
Meat / Fish / Dairy / Egg Products	4
Cold Stores	2
Total	26

Table 3 – Feed Businesses profile by type:

Feed Premises	Total No of Premises
Manufacturer	9
Distributors and Feed Businesses	41
Other Feed Premises	9
Surplus Food into Feed Premises.	17
Pet Food Manufacturer	3
On Farm Mixer with HACCP	131
On Farm Mixer	427
Livestock Farms (not mixing)	1375
Feed Intermediaries, Stores and Transporters	21
Importer of Feed Material	-
Arable Farm	12
Food Business sell / produce Coproducts as Feed	20
Unregistered	733
Total	2798

2.5 Enforcement policy

[Cumberland Council's Food and Feed Enforcement Policy](#) outlines the enforcement options available for dealing with problems relating to non-compliance with legislation. The purpose of this enforcement policy is to promote an efficient and effective approach to food and feed enforcement within Cumberland that is always consistent, fair, transparent, accountable, proportionate and targeted. The aim is to improve compliance with legislation whilst minimising the burden on businesses, individuals and organisations. The policy sets out what businesses and others being regulated can expect from enforcement officers.

The Policy has been written having regard to Government's Regulators Code. A copy of the Enforcement Policy is available on the Council's website. This Policy sits below the Authority's '[Overarching Corporate Enforcement Policy](#)', which provides an umbrella policy for all enforcement work carried out by its service areas.

3.0 Service Delivery

3.1 Interventions at food and feed establishments

The Authority will aim to inspect a newly registered food business, or complete a desktop assessment, within 28 days of receiving notification or becoming aware that the business is operating, in accordance with the Food Law Code of Practice.

For Food Standards, Officers will aim to conduct either a desktop triage exercise within 28 days of the registration date (or when the Authority become aware the business is operational) or an in-person intervention. An initial inspection will be conducted within 1 month, 3 months or 6 months of registration (dependant on Inherent Risk score applied) in line with Food Standards Agency's (FSA) Food Standards Delivery Model (FSDM). For food standards, remote initial inspections and interventions are permitted where the officer sees fit under the FSDM. Priority interventions will be conducted in person.

The Code provides the flexibility to postpone an initial inspection of an establishment considered to be low risk if undertaking it would delay the inspection of an establishment involved in high-risk activities.

Each business will be rated in accordance with the Food Standards Agency – Food Law / Feed Law Code of Practice and incorporated into the inspection programme.

Priority will always be given to high-risk food businesses (A & B risk rated businesses for Food Hygiene and Feed Hygiene premises and priority interventions for Food Standards) and any national or local situations which require urgent attention for example Food Standards Agency food alerts or food poisoning outbreaks.

In accordance with the FSA Food Law Code of Practice, low risk premises (including premises scoring at least a 4 for inherent risk and compliance for Food Standards) are eligible to receive an intervention in accordance with the Council's alternative enforcement strategy to ensure resources are prioritised accordingly towards higher risk premises.

Revisits following an inspection will be undertaken by officers when deemed necessary or in response to a requested revisit or appeal under the Food Hygiene Rating Scheme (FHRS).

The food sampling programme is an intervention that supports the other official controls undertaken by officers.

The team also meet additional demands arising from local activities, such as inspecting the visiting markets and other seasonal festivals.

Officers are required to undertake inspections/interventions outside normal working hours, for example where food businesses operate only at night or at weekends to attend markets and festivals.

Food businesses within Cumberland Council are diverse, catering for multi-cultural communities. Visits may take longer because of the time needed to ensure the Officer

understands the scope and activities of the business and the operator understands the information they are given. Sometimes, a further visit to the business, when someone is available to help with interpretation may be required, increasing the time required.

The Code of Practice states that each Food Authority should; document, maintain and implement a Food Standards and Food Hygiene Intervention Programme for which the Food Authority has food law enforcement responsibility. Interventions are risk-based, ensuring intensive regulation is focused on food businesses posing the greatest risk to public health.

3.2 Food Hygiene Interventions

All food premises are rated according to their level of risk, as defined by the Food Standards Agency Code of Practice with the risk rating determines the frequency and nature of the interventions that are classed as official controls.

Table 4 – Summary of frequency of food hygiene interventions by risk category

Risk Category	Intervention Type	Frequency
A	Full & Partial Inspection/Audit	6 months
B	Full & Partial Inspection/Audit	12 months
C	Full & Partial Inspection/Audit/Other Official control	18 months
D	Inspection/Audit/Other Official Control	24 months
E	Inspection/alternative enforcement strategy	36 months

Table 5 – Food Hygiene Intervention Programme 2026/27:

Risk Category	No of targeted premises due 2026/27	Overdue targeted premises from 2025/26	Total premises targeted for 2026/27	Percentage Target
A	0	0	0	100%
B	42	0	42	100%
C	294	0	294	90%
D	513	29	542	85%
E*	265*	95*	360	75%
TOTAL	1114	124	1238	

*Category E rated premises subject to Alternative enforcement strategy

These numbers will be subject to change throughout the year as new businesses open and existing businesses close. In addition to the above targeted inspections, it is estimated that the Authority will undertake an additional 370 new food business inspections during 2026/27. It is also estimated that the Authority will undertake 20 revisits during 26/27.

3.3 Food Standards and Feeding stuffs Interventions

The intervention programme and intervention frequencies are based on the Food Standards Agencies Food Standards Delivery Model (FSDM) risk assessment scheme where the scores are based on both the inherent risk of the food business and a compliance score. The Feed Hygiene risk rating scores and intervention frequency is based upon potential risk and the level of Current Compliance. Tables 6 - 8 detail these inspection frequencies and types of interventions available.

These figures are taken from the 1st April 2026 and will change throughout the year as new businesses register and cease operating for food and feed. The transition to FSDM has caused most food standards premises to become a higher risk rating than on the NTSB risk rating scheme. This has resulted in many existing premises now being overdue an intervention. Resources are being focussed on the priority interventions, New Food Registrations Triage / Desktop Exercises and Initial Inspections). The Service received 313 new food premises registrations in the 2025-26 financial year. Triage / Desktop exercise and first initial inspections fully commenced from 24th September 2025.

Table 6.1 Food Standards Delivery Model Intervention Programme & Risk Categories 2026-27:

Risk Band	Risk Rating Profile	Intervention Rating (At Least Every)	Total Number of Premises Registered for Food Standards as per 1/4/26	Interventions 2026-27	
				Due 2026-27	Overdue Interventions generated from FSDM Transition
				No of Premises	No of Premises
Priority	P1	28 Days	1	0	1*
	P 2	3 Months	231*	66*	165*
	P 3	6 Months	6*	2*	4*
Medium	MR1	12 Months	11	2	9
	MR2	24 Months	102	43	46
	MR3	36 Months	2158	209	1703
Low	LR1	48 Months	120	9	80
	LR 2	60 Months	470	28	292
	LR3	72 Months	9	0	2
	LR4	120 Months	0	0	0
Total			3108	359	2302

*Figure relates to new food registrations who have undergone a desktop exercise but are awaiting initial inspection and are scored as CA0. In line with FSA guidance, these are not deemed as a “priority intervention” in terms of official control priority interventions.

The Food Standards Agency have provided a 5-year framework to Local Authorities for full FSDM implementation. For 2026-27 the FSA’s expectation is for local authorities to achieve the following FSDM milestones:

- All priority interventions (1, 3 and 6 month) have been completed. This includes any overdue interventions from backlogs or establishments whose risk rating increased when applying the new score in the data conversion process.
- New Business Registrations received from 01 April 2026 have been dealt with in accordance with the Code:
 - IR score 1 or 2 = 28 days
 - IR score 3 or 4 = 3 months
 - IR score 5 = 6 months
- Any historic backlogs of unrated establishments identified as high priority (IR 1 or 2) during data conversion process or desk top assessment have received an intervention.
- An updated service plan to include the resources required to meet demand, including achieving the next years milestone.

Trading Standards are now handling New Business Registrations received from 1/4/26 in accordance with the Food Law Code of Practice’s FSDM.

Priority interventions and Initial Inspections will be prioritised by the Trading Standards Service.

Work will continue to action historic unrated premises in accordance with any advice received by the Food Standards Agency.

Feeding stuffs intervention programme:

The Food Standards Agency provide funding to deliver a programme of feed hygiene inspections.

A bid for 2026-27 was submitted by Cumberland Council. A breakdown of each feed hygiene activity inspection for each Authority is under constant review in order to complete the work within the timescales set.

Table 7.1 - Feed Hygiene Registered Premises Profile: 2026-27:

Category /Score	Risk Profile	Inspection Frequency (At least every)
A 147-200	HIGH	12 Months
B 122-146	UPPER MEDIUM	24 months, except where Type 1 earned recognition applied
C 106-121	LOWER MEDIUM	36 months, except where Type 1 earned recognition applied
D 85-105	LOW	48 months, except where Type 1 earned recognition applied
E 0-84	NTMS A	60 months, except where Type 1, Type 2 earned recognition or NTMS applies

Table 7.2 - Number of Funded Feed Hygiene Inspections

Premise Type	Funding per Inspection	No of Inspections	Total £
Manufacturer A01-08 & R01-04	£808	1	£808
Co Product Producer R12	£405	6	£2,430
Mobile Mixer R04	£808	0	£0
Importers	£521	0	£0
Stores R09	£296	0	£0
Distributor A01-08, R01-03 & R05	£405	9	£3,645
Transporter R08	£298	1	£298
On Farm Mixer R10/R11	£371	45	£16,695
Pet Food Manufacturer R06	£406	1	£406

Supplier of feed materials/ Surplus Food R07	£405	5	£2,025
R13 - Livestock Farms	£327	69	£22,563
R14 - Arable Farm	£244	1	£244
High Risk Primary Production FOOD Businesses	£327	0	£0
Total funding		138	£49,114

Table 7.3 - Approved types of Food and Feed Interventions

Intervention Type (official controls)	Definition
Intervention (Remote or in Person for Food Standards)	Examination of any aspect of feed, food and animal health and welfare in order to verify that such aspects comply with the legal requirements of food and feed law and animal health and welfare rules
Monitoring	Conducting a planned sequence of observations or measurements with a view to obtaining an overview of the state of compliance
Surveillance	Careful observation of one or more food businesses or food business operators
Verification	Checking by examination and consideration of objective evidence where specific requirements have been fulfilled
Audit	Systematic and independent examination to determine whether activities and related results comply with planned arrangements and whether these arrangements are implemented effectively
Sampling	Food or feed or other substance in order to verify through analysis compliance with food or feed law

Food Hygiene - Primary Production

The EU Food Hygiene Regulations extended the general principles of food hygiene legislation to all farms engaged in the primary production of food. Although there are some very limited exclusions, this includes stock farms where food crops are grown.

All Primary producers subject to an Animal Health intervention will receive a Food Hygiene intervention at the same time unless the premises have had such a visit within the last 2 years.

3.4 Complaints and enquires

The investigation of customer's complaints regarding food safety, food standards and Feed Hygiene is an important area of work for the team. The local authority has a response target of 5 working days for such complaints; however more serious complaints/allegations will be visited on the day of receipt where possible.

Trading Standards receive food standards enquiries and complaints relating to allergens, food fraud, substitution, authenticity, food labelling, composition standards, claims and descriptions. The team also receive complaints relating to feeding stuffs composition, standards and labelling.

Complaint information is recorded for intelligence purposes and is used to monitor and identify problem traders, consumer trends or assist future investigations. The information may also be used to determine intervention intervals and target sampling programmes. Based on last year's data, it is estimated that the Authority will investigate 200 food hygiene complaints and 20 food standards complaints during 2026/27.

3.5 Primary and home authority principle

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

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

Cumberland Council currently have 7 agreements in place with 3 food standards businesses and 2 with a feed businesses. The current primary authority agreements are delivered using existing resource as indicated in Section 4. Primary Authority is offered to food businesses under a cost recovery model charged as £84.50 per hour. Each food / feed business who is in a Primary Authority Partnership with Cumberland Council's Trading Standards Service will have a named Primary Authority Officer who is food standards and or feed hygiene qualified. Resources are utilised on a case-by-case basis with annual reviews taking place. The annual review considers whether inspection plans are required, reviews whether issued advice is still current and looks at response times, along with how the Authority is responding to notifications from enforcement authorities.

3.6 Advice to business

The service provides advice and support for all food safety and food standards & feed businesses on request including:

- Advisory visits where appropriate for example new businesses and businesses undergoing change.
- Advice to businesses on new legislation.
- The provision of advice on best practice during inspections.
- The provision of advice on how to improve a Food Hygiene Rating Scheme rating.
- The provision and signposting to a range of free advisory leaflets and other guidance, including information on the Council's website.
- Delivering presentations at seminars.
- Supporting local and national campaigns.
- The provision of advice relating to planning or building control applications,
- A presence at local food events and food festivals, where businesses can speak with an officer and obtain information and advice.

In addition to the advice and support listed above it is estimated that the Authority will receive 25 contacts for food standards business advice, 75 for food hygiene advice and approx. 10 for feed hygiene advice during 2026/27. This will be provided by the resource identified in Section 4.

3.7 Food and Feed sampling

A food and feed sampling programme is produced every year which outlines the local authority's sampling strategy and approach to specific local and national demands. The sampling programme for 2026/2027 is appended as Annex 1.

Microbiological examinations are undertaken by UKHSA at:

Food, Water and Environmental Microbiology Laboratory York,
National Agri-Food Innovation Campus,
Block 10, Sand Hutton,
York YO41 1LZ.

Where unsatisfactory samples are identified, officer will follow up with the business to advise on necessary actions. This may include revisits or re-sampling. If necessary, results will be notified to other local authorities.

When necessary, food samples for non-microbiological food and feed analysis are sent to the Public Analyst. The analysis includes testing for food and feed composition and contamination:

Public Analyst at Lancashire County Scientific Services,
Pedders Way,
Ashton-on-Ribble
Preston PR2 2TX

Faecal samples from suspected food poisoning cases or outbreaks are examined by:

UKHSA Public Health Laboratory Manchester
2nd Floor, Clinical Sciences Building 2
Manchester Royal Infirmary Manchester
Oxford Road Manchester
M13 9WL

3.8 Food safety incidents

All Food Alerts are received from the Food Standards Agency via e-mail and text alert. Action will depend on the nature of the incident and will be dealt with in accordance with the FSA Code of Practice.

The majority of Food Alerts are for information only, however Food Alerts for action may require immediate action by food businesses to recall or withdraw products from the market in order to secure food safety.

These Food Alerts can potentially have an impact on programmed interventions. Appropriate resource will be allocated to deal with a reported food incident. The level of resource, taken from existing staffing levels. The re-prioritisation of resource will be determined by the nature and seriousness of the incident. Any impact of any incident on planned intervention work will be reported as part of the review in the following years' service plan.

Table 9 – Estimated number of Food Alerts / Product withdrawal & recall notifications the Authority will receive during 2026/2027

Action	2026/2027 (estimated)
Notices of Product withdrawal/recall	86
Food alerts for information (allergens included)	73
Food alerts for action	3
Total	162

3.9 Liaison with other organisations

Close partnership working is critical to enable Cumberland's Environmental Health and Trading Standard teams meet their service aims and objectives. These organisations include:

- Department for Environment, Food & Rural Affairs (DEFRA)
- Department for Business & Trade
- UK Health Security Agency (UKHSA)
- Cumbria Liaison Group
- National Food Hygiene Focus Group
- Care Quality Commission (CQC)
- Cumbria Chamber of Commerce and the Federation of Small Business
- Food Standards Agency (FSA)
- Animal and Plant Health Agency (APHA)
- Neighbouring local authorities
- Building Control and Planning teams
- Cumberland Local Focus Hubs
- Border Force
- Cumbria Fire & Rescue Service

Also, for Food standards and feed hygiene:

- The Office for Product Safety and Standards
- National Farmers Union (NFU)
- HM Revenues and Customs
- Trading Standards North West Groups
- Trade Assurance Schemes

Cumberland Trading Standards has liaison arrangements with the police and other council services on community safety, diet and nutrition and crime and disorder strategies. Other arrangements exist with anti-counterfeiting groups and HM Revenue and Customs.

Coordination of activities between authorities is undertaken via the Trading Standards North West Group, which is a partnership of the local authorities that cover the North West Region including Cumberland. The Association of Chief Trading Standards Officers maintain a master list of endorsed food standards and labelling opinions and supports a national Food Standards and Labelling Focus Group to resolve complex issues. Nationwide coordination on an informal level takes place by means of the Knowledge Hub, which provides web based professional networks for public sector organisations including a national food standards and labelling group used by local authorities and government agencies such as Defra and the FSA.

3.10 Food safety and promotions

Cumberland Council will continue to participate in the Food Standards Agency National Food Hygiene Ratings Scheme (FHRS). The scheme is designed to provide information about business hygiene standards to members of the public but is also a useful tool to

drive up performance standards of food businesses. Information on the hygiene ratings for premises in Cumberland can be found on the Council's website.

Other promotional initiatives used included:

- FSA campaigns
- Attendance at local events where invited.

Initiatives will be progressed to the extent allowed for by existing staff resources with particular emphasis given to initiatives likely to produce long-term benefits in terms of the aims and objectives of the service, improving public health and improving the standards of food production and food handling within businesses and the home.

The Council provides website information which enables residents and businesses to view the services available and to download up-to-date information. The team provide information to the Councils Communication officer to share via social media such as barbecue safety, Christmas Food Safety, Food safety week etc.

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

The Council will investigate high risk food-related infectious disease notifications in accordance with procedures agreed with UK Health Security Agency (UKHSA). The response to notifications of illness will be dependent on the severity of illness ranging from immediate response in the case of serious infections e.g. E.coli 0157 & typhoid.

On 1/1/26, UKHSA introduced a new process for the investigation of low-risk gastrointestinal (GI) infections. Reported cases of low-risk GI infections will be investigated by UKHSA by way of an electronic questionnaire. Data will be reviewed by UKHSA and hotspots/clusters will be reported to Environmental Health Teams as potential outbreaks. All high-risk GI infections will be reported to Environmental Health for investigation. These include STEC, Typhoid, Legionnaires' Disease, Cholera, Listeria, non-sonnei Shigellas.

Investigation of outbreaks will be in accordance with the Outbreak Control Plan agreed with the UKHSA.

4.0 Resources

4.1 Financial Allocation for Food and Feed Services

Table 10 - Budget allocation for Food and Feed 2026/2027:

Service provision	Budget
Food Standards	£73,653
Feed	£37,093
Food Hygiene	£360,800
Total	£471,546

4.2 Staffing allocation

Table 11 - The number of full time equivalent (FTE) officers required to deliver the food safety, food standards and feed service as of 1/4/26:

Food Standards			Food Safety/Hygiene			Feed		
Resources Required	Resources Allocated	Occupied as of 1/4/26	Resources Required	Resources Allocated	Occupied as of 1/4/26	Resources Required	Resources Allocated	Occupied as of 1/4/26
7.3	1.0	1.0	7.9	7.9	5.4*	TBC**	0.75	0.75

*1 x FTE vacant, 1 x FTE temporarily unoccupied, and 0.5 FTE redeployed/diverted to undertake priority H&S work.

** Trading Standards are yet to carry out the LA resource tool to determine this figure.

4.3 Staff development plan

The Council is committed to ensuring officers authorised to perform food safety, food standards and feed enforcement functions receive relevant structured ongoing training to promote competency, ensure understanding of legislation and technological developments.

All officers employed to undertake official controls are suitably qualified and authorised. A record of certificates of registration, qualifications, and records of on-going training for authorised officers are stored and maintained by the service. A review of training needs is undertaken as part of internal appraisals, team meetings and 1-1 review meetings.

As stipulated within the Food Law Code of Practice (England), all authorised officers will receive a minimum of 10 hours training on food safety / food standards. This is provided by a mixture of formal courses, short courses, e-learning and in-house training.

As stipulated within the Feed Law Code of Practice (England) as read with the Practice Guidance, all authorised feed officers will receive a minimum of 10 hours training on feed hygiene. This is provided by a mixture of formal courses, short courses, e-learning and in-house training.

Officers will also complete an additional 10 hours of other professional matters for continuing professional development (CPD) each year, through a variety of different training processes.

The new Code of Practice for Food Law and Food Standards now require authorised officers to meet a competency standard. A Competency Assessment for each officer is undertaken by the Lead Officer and recorded on the prescribed FSA competency assessment record.

5.0 Quality Assessment

5.1 Quality assessment and internal monitoring

Cumberland has an annual appraisal system, with a built-in review and 1-1 meetings with officers. All officers have a learning and development plans. Performance and development are assessed during these meetings.

Consistency exercises are undertaken by officers to ensure standards and codes of practices are consistently adhered to.

Each area office of Cumberland Council which are engaged in food safety, food standards and feed duties, have a system which ensures procedures and working practices are routinely reviewed and updated where necessary. The work of authorised officers is routinely monitored to ensure working practices are being adhered to.

The Council also engage in peer review assessments as a member of the Cumbria Liaison Group, the remit of this group covers food safety, food standards and Infectious Disease.

6.0 Review against Service Plan 2025/26

This Food and Feed Law Service Plan will be formally reviewed annually to assess the previous year's performance, and in response to any significant changes which may require a change to the Service Plan. A bi-annual review will be conducted by food and feed lead officers to assess progress on the delivery of the plan and identify any requirements to update.

The review process will set out any relevant improvement plan or service development identified as necessary by the review.

6.1 Interventions Completed

Table 12 – Interventions completed – Food Hygiene 2025/2026

Risk Category	No of targeted premises 2025/26	Overdue premises carried over from 2024/25	Total targeted for 2025/26	Completed		Overdue carried over to 2026/27
				Achieved %	Target %	
A	0	0	0	100%	100%	0
B	51	0	51	100%	100%	0
C	294	33	327	100%	90%	0
D	578	186	742	96%	85%	23
E	445	284	729	87%	75%	87

During the 2025/26 period the Authority received 370 new food registrations. As of 31/3/2026, the Authority identified 17 unrated premises awaiting intervention.

Inspections completed – Food Standards 2025/2026

During 2025-26 period our 1FTE resource was allocated to sampling projects, criminal food standards investigations and implementing FSDM plus data conversion and configuration work. The Trading Standards team have identified a large number of overdue interventions caused by this and have sought guidance from the FSA on this.

Table 14 – Inspections completed – Feed 2025/2026

Premise Type	Number of Interventions (2025-26)
Manufacturer A01-08 & R01-04	3
Co Product Producer R12	5
Mobile Mixer R04	0
Importers	0
Stores R09	1
Distributor A01-08, R01-03 & R05	5
Transporter R08	1
On Farm Mixer R10/R11	39
Pet Food Manufacturer R06	0
Supplier of feed materials/ Surplus Food R07	4
R13 - Livestock Farms	75
R14 - Arable Farm	1
High Risk Primary Production FOOD Businesses	-
Total	134

Table 15 – Additional inspections carried out outside the targeted inspections for Food Safety 2025/2026

Visit type	No of targeted premises 2025/26
New premises inspected: Hygiene	249
Requested FHRS re-inspection	2

Table 16 – Alternative Enforcement Strategies Actions 2025/2026

Action Food Hygiene	No of targeted premises 2025/26
Category E Questionnaire sent	551
Category E Questionnaire returned	405
Category E Inspection	0
Action Food Standards	No of targeted premises 202/26
Category C Questionnaire sent	Not conducted due to FSDM Implementation
Category C Questionnaire returned	Not conducted due to FSDM Implementation

6.2 Service Requests / Complaints

Table 17 – Number of service requests and complaints received – Food Hygiene 2025/2026

Action	2025/2026	
Food Hygiene/unhygienic premises & practices	124	
Food Complaints	82	
Food Hygiene Rating Scheme Re-rating Requests	2	
Food Hygiene Rating Appeals	0	
General Food Enquiry / Advice	153	

Table 18 – Number of service requests and complaints received – Food & Feed Standards 2025/2026

Action	2025/2026
Food Standards Complaints	28
Food Standards Advice Requests	12
Feed Complaints	2

6.3 Food Safety / Food Standards / Feed Sampling

Table 19 – Number of food samples taken for Food Safety / Food Standards 2025/2026

Action	2025/2026 Number of Samples Taken	2025/2026 Number of Samples Unsatisfactory
Food & Environment Samples	41	3
Food Standards Sampling	26	0
Feed Samples	34	9

6.4 Food Alerts

Table 20 – Number of Food Alerts received in 2025/2026

Action	2025/2026
Notices of Product withdrawal/recall	86
Food alerts for information (allergens included)	73
Food alerts for action	Trading Standards = 3

6.5 Control and Investigation of Outbreaks and Food Related Infectious Diseases

Table 21 – Number of Infectious Disease Notifications received 2025/2026

Service Request	2025/2026
Infectious Disease Notifications /Investigations – reported by the UKHSA*	374
Confirmed food poisoning outbreaks investigated	1

* These figures are for the period 1/4/25 to 31/12/25. On 1/1/26 a new reporting system was introduced by UK Health Security Agency (UKHSA). As part of the new notification process, only high risk foodborne / waterborne infectious organisms are reported to the LA for investigation.

6.6 Peer Review

Lead officers of the Cumberland Food & Feed Teams meet on a monthly basis. Over the 2025/26 period a significant amount of work has been undertaken to harmonise procedures and policies. During this period the Cumberland Food and Feed Enforcement Policy was agreed and implemented.

Informal peer reviews have continued with Cumbria Food Liaison Groups. In addition to this, Trading Standards are working with Westmorland and Furness Trading Standards re best practices on implementing the new Food Standards Delivery Model.

6.7 Performance Indicators –

Performance Indicator	Target 2025/2026	Actual 2025/2026
Food Standards Contacts Response Time	5 Working Days	5 Working Days
Response to food hygiene complaints	95% within 5 working days	94%

6.8 Recruitment

None undertaken during the 2025/26 period.

6.9 Formal Action and Prosecutions

Enforcement action taken	2025/2026
Written Warnings	651
Hygiene Improvement Notices	2
Remedial Action	0
Seizure & Detention Notices	0
Voluntary Surrender of Food	0
Voluntary Closure	0
Hygiene Emergency Prohibition Notices	0
Suspension/revocation of approval or licence	0
Imported Food Notices	0
Simple Cautions	0
Prosecutions instigated	0
Prohibition Orders	0

7.0 Areas of Improvement

The following areas have been identified a priority

- Continued delivery of food inspections – priority on those identified as outstanding from 2025/26 (and historical) periods and new businesses awaiting inspection.
- Delivery of Alternative Enforcement Strategy for low-risk premises scheduled for intervention and those identified as outstanding from 2025/26 period.
- Agree on common coding to ensure consistent reporting / FSA returns.
- Continued harmonisation of procedures – ensure consistent approach
- Data cleansing Food Standards Management Information System for Food Standards Delivery Model (FSDM)
- How to address the historical unrated food standards premises identified during the FSDM conversion

8.0 Future Considerations

- Food Standards Delivery Model – continued implementation of the new approach.
- How to meet the FSA Timeline for the implementation of FSDM to 2029
- 2026 will be focussed on trying to ensure our food standards data is correct
- How to address the historical unrated food standards premises identified during the FSDM conversion for food standards with the resource held.
- Review and harmonisation of database management system – long term plan. Procurement of a single database system for Cumberland Regulatory Services.
- Recruitment and retention of staff. National shortage of Environmental Health and Trading Standards Officers coming into the profession. Consideration on how to retain and recruit staff from within the Authority.
- FSA Officer competency assessment / training as per Food Law Code of Practice

Appendix 1 – Cumberland Food & Feed Sampling Programme 2026/2027

1.0 Food Safety Sampling

The Cross Regional Survey Steering Group co-ordinate the sampling programme for Cumbria as a whole. The plan is developed by the group to incorporate priorities identified by UK Health Security Agency (UKHSA) and the Food Standards Agency. Sampling surveys to be undertaken for 2026/27 will include:

- **Study 86: Rice, Noodles and Pasta - (1st Apr 26 – 31st Mar 27)** - tested for the enumeration of *Listeria*, *Escherichia coli*, coagulase positive *Staphylococcus*, *Bacillus cereus*, Aerobic colony count, Enterobacteriaceae and the detection of *Salmonella*. Sushi rice will also be tested for pH.
- **Study 87 – RTE Raw Fish and Shellfish (1st June 2026 – 31st March 2027)** - tested for the enumeration and detection of *Listeria* and *Vibrio*, the enumeration of *Escherichia coli*, coagulase positive *Staphylococcus*, Enterobacteriaceae, and *Salmonella* by detection in 25g.
- **Local dairy hygiene sampling** – on-farm pasteurisers (including ice-cream manufacturing and milk producers)
- **Approved Premises producing ready to eat foods** – to be determined through the year.

2.0 Food Standards and Feed Sampling

The following sampling programme for Food Standards and Feed will be undertaken by the trading standards team:

- **Local Manufacturers/Producers.** Sampling is targeted towards local producers and manufacturers. Samples of ingredients and finished products are taken throughout the year, dependent on an assessment of risk including the controls in place at individual businesses.
- **Complaint Investigation.** Where appropriate complaint items are submitted for analysis and further formal samples may be taken if necessary.
- **Projects/Surveys.** Participation in national, regional and local sampling projects are considered for food standards and feed as appropriate and where the necessary funding is available. These are detailed in **Tables 9, 10, and 11.**

Priorities and areas of concern are identified through communication with the Food Standards Agency, the Department of the Environment, Food and Rural Affairs, the Department of Health, through local, regional and national intelligence held by local authorities and through consultation with the Public Analyst.

Trading Standard project and sampling programmes have in the past included projects run in conjunction with the Food Standards Agency and Trading Standards North West (TSNW) and we will participate in such projects dependant on resource levels.

Table 1 identifies the project plans, **Table 2** the food samples and **Table 3** identifies feed samples. Additional sampling will be carried out as necessary for example, if intelligence identifies other food/feed that should become a priority.

Table 1 - Food Standards Sampling Projects 2026 - 2027

Project	Work to be undertaken	Number of Interventions	Timescale
Allergen free food	Visits to premises to check compliance with allergen requirements in EU1169/2011. The focus to be on the 14 allergens. A total of 24 samples to be taken including meals ordered by telephone.	24 visits and samples Cumberland wide.	01/04/2026 to 30/09/2026
Licensed Premises	Interventions will be carried out in pubs and restaurants to ensure that drinks are not being substituted /watered down or are counterfeit or illicit. Menu descriptions will be checked at the same time for any local claims as will compliance with allergen information requirements.	20 visits with samples taken as and when required based on failed screening test	01/04/2026 to 31/03/2027
Meat Species	Visits to premises to check compliance on meat species re S14 of the Food Safety Act 1990.	Up to 10 Samples	01/04/2026 to 30/09/2026

Table 2- Food standards samples 2026 – 2027

Sample Type	Target	No of samples
Sampling at Cumberland based manufacturers	Locally produced and locally imported foods. Ensuring foods produced by Cumberland businesses comply with statutory requirements relating to composition, labelling and description. Samples to be taken when carrying out routine interventions at food manufacturers. Officers consider areas of concern identified by the FSA, the National Food Crime Unit and all	Up to 5

	other intelligence sources when carrying out interventions.	
Food complaints and investigations	Sampling in response to complaints and issues as they arise	Not expected to be more than 10
Allergen free food	As per Table 1	24 samples
Meat Species	As per Table 1	Up to 10 Samples
Licences premises	Samples to be taken as required on failed screening test or upon receipt of consumer complaint / intelligence.	

Table 3 - Feed samples 2026 – 2027

Sample Type	Target	No of samples
Sampling at Cumberland based manufacturers and suppliers	Locally manufactured or imported feeding stuffs / pet food and ingredients to ensure compliance in relation to composition, safety, hygiene and labelling.	<30
Feed materials or Compound Feed which are the subject of a complaint or feed hazard notification	Sampling of feed materials subject to complaint & sampling of imported feeds/ingredients that have been the subject of feed hazard notification. Sampling pig & poultry feeds to check compliance levels if using Methionine and Lysine	<5