

ENVIRONMENTAL HEALTH FOOD SERVICE PLAN 2026/27



Forward

It gives me great pleasure as Cabinet Member with the Portfolio for Transformation, Governance & Social Partnership to present this year's Environmental Health Food Law Enforcement Service Plan for 2026/27.

The Local authority has a statutory duty to enforce food safety and standards legislation, and to produce and publish a bilingual annual service plan, setting out the arrangements in place to discharge this duty, in accordance with the Food Standards Agency's (FSAs) *Framework Agreement on Official Feed and Food Controls by Local Authorities*. This Food Law Enforcement Service Plan (the Plan) has been produced in response to this requirement, and is designed to inform residents, the business community and other interested parties of the arrangements Merthyr Tydfil County Borough Council has in place to regulate food safety.

The Environmental Health food service is essential to safeguarding public health, protecting the interest of consumers and providing support to businesses in achieving compliance. This Plan actively contributes to the visions and objectives of Merthyr Tydfil County Borough Council Corporate Plan, '[Acting Today for a Better Tomorrow](#)' [[Corporate well-being Plan 2023-2028](#)].

The Plan sets out how the Council will ensure food produced, sold, stored, distributed, and consumed in Merthyr Tydfil is safe, what it says it is, and that businesses comply with food law. Environmental Health Officers provide advice, education and guidance on what the law requires, conduct interventions, investigations, sampling, and take enforcement action to secure compliance, where appropriate.

A three-year intervention strategy has been in place (2023-26) to address the backlog of lower risk food hygiene / standards inspections which were overdue from the impact of the COVID pandemic where officers were diverted from their main duties to front line COVID work in relation to protecting vulnerable settings. The service has now cleared the backlog of inspections and intervention frequencies are fully aligned with the Food Law Code of Practice across all hygiene and standards risk categories. Successful delivery of the recovery plan is attributable to existing staff working overtime to achieve inspection targets and supplement the identified resource deficit.

Business compliance has steadily continued to improve year on year because of regular interventions and as of 1st April 2026, 97.36% of businesses within the County Borough were broadly compliant (scoring a hygiene rating of 3 or above).

The delivery of food service plans in protecting consumers and supporting businesses prior to the pandemic had been largely invisible. The ongoing recovery period however has consistently year on year demonstrated that when there is a scaling back of interventions there is a corresponding deterioration in food hygiene and standards with increased enforcement activity and risk to public health. The council recognises the importance of continuing its commitment to effectively resource and support the critical proactive work that the food service undertakes to prevent against severe public health outcomes such as outbreaks of food/ water borne infections.

The service again faces significant challenges this year, due to the introduction of the Food Standards Agency's new Food Standards Delivery model (FSDM) which must be implemented by the end of October 2026. The introduction of the new FSDM will result in shorter inspection frequencies compared to the previous intervention risk rating scheme, leading to a higher overall number of required interventions. While the former system allowed for more predictable, risk-based spacing of inspections, the revised approach increases the intensity and regularity of oversight. This will place additional pressure on an already under resourced service, as the increased volume of inspections is likely to exceed current staffing and capacity levels, creating challenges in delivering the required programme without additional investment.

In addition, Welsh Government have introduced the new Food Promotion and Presentation (Wales) Regulations which require an additional 50 inspections to be undertaken this financial year to monitor compliance with the new regulatory regime.

I am convinced by adopting a proportionate, risk-based approach to enforcement, the Council remains committed to providing the greatest possible protection for consumers and supporting food businesses in Merthyr to thrive.

Councillor David Jones – Cabinet Member with Portfolio for Transformation, Governance & Social Partnership



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1. Introduction

Merthyr Tydfil County Borough Council (MTCBC) has a statutory duty to enforce a range of food safety and standards legislation.

The Food Standards Agency (FSA) has a key role in overseeing local authority enforcement activities in respect of food matters and has issued guidance on the annual production of food enforcement service plans by local authorities.

This plan has been produced in accordance with guidance issued to Local Authorities by the FSA in the Framework Agreement. The plan is intended to inform residents and the business community about the arrangements MTCBC has in place to regulate and improve both food safety and food standards within the Borough.

The plan is approved by Cabinet and a review of performance against the plan is carried out. The plan is therefore an important tool for ensuring that national and local priorities are addressed and delivered within the Borough.

1.1 Food Service Aims and Objectives

1.1.1 Aims

The overall aim of the service is to prevent food poisoning, food-borne and water-borne illness by helping to ensure that food and drink intended for sale for human consumption is produced, stored, distributed, handled and consumed within the Borough without risk to the health and safety of the consumer.

In delivering this service the team aims to:

- ❖ Protect public health from risks which may arise in connection with the consumption of food, and to protect the interests of consumers in relation to food.
- ❖ Support the priorities set out by the Food Standards Agency (FSA) for regulation.
- ❖ Provide support and take targeted, proportionate risk-based enforcement action, including inspections, to protect food safety and prevent food-borne disease.
- ❖ Tackle rogue businesses and take appropriate measures to safeguard the food supply from adulteration, contamination, fraud and mis-description.
- ❖ Provide appropriate targeted, specific, transparent and robust advice, support and incentives to businesses to maximise compliance with food hygiene regulations and general food law.
- ❖ Provide advice and support to consumers to protect public health and promote healthier lifestyles and consumer choice.
- ❖ Provide transparent, robust and consistent approaches to investigating and resolving consumer complaints about food products and food businesses.
- ❖ Improve continuously the quality of services through the effective use and enhancement of staff skills and knowledge.

1.1.2 Objectives

The key objective of the service is to promote and maintain high standards of food hygiene and food standards in premises. This will be achieved by:

- Ensuring the health and wellbeing of the public by promoting and enforcing safe standards of hygiene and food safety in the preparation, manufacture, storage, distribution, handling and sale of food in all relevant food premises in Merthyr Tydfil County Borough in accordance with the requirements of all relevant food safety legislation.
- Carrying out a programme of planned food hygiene and food standards enforcement interventions in accordance with statutory requirements
- Assisting, advising and educating all parties in matters relating to food safety and standards and communicable disease control.
- Monitoring the safety of food on sale to the public, composition and accuracy of labelling of food by means of a structured sampling programme.
- Providing and maintaining a fail-safe and informed trading environment for the residents of and visitors to Merthyr Tydfil County Borough
- Ensuring that human food does not pose health risks and that labelling and compositional standards are complied with.
- Responding to and investigating consumer and trader complaints relating to food that may be contaminated, unsound or unfit for human consumption.
- Responding to and investigating cases and outbreaks of communicable and infectious disease notified to the Authority.
- Protecting consumers from food fraud.
- Liaising with other Local Authorities, parties and stakeholders.
- Providing food hygiene advice and information to businesses and the public.
- Responding promptly and effectively to food alerts and threats to the safety of food sold within Merthyr Tydfil County Borough
- Ensuring that staff working within the service are adequately qualified and competent to carry out food safety and food standards work and to ensure that adequate equipment and resources are in place.
- Delivering the service in accordance with quality management systems.

1.2 Link To Corporate Objectives, Shared Priorities And Plans

Merthyr Tydfil County Borough Council (MTCBC) has developed a Corporate and Well-being Plan – ['Acting Today for a Better Tomorrow'](#)¹. The plan sets out the vision, values and priorities for MTCBC from 2023 to 2028. The plan was developed through collaborative effort, involving Elected Members, officers, and partners. The four well-being objectives for MTCBC have been identified as:

¹ [Corporate Well-being Plan 2023-2028 \(merthyr.gov.uk\)](https://merthyr.gov.uk)

An Aspirational Merthyr Tydfil focused on learning	A Healthier Merthyr Tydfil	A Safe & Prosperous Merthyr Tydfil	A Clean and Green Merthyr Tydfil
We will strengthen how we enable people to grow and reach their potential	We will empower people to live independent and dignified lives	We will support how our economy recovers and grows	We will support the creation of a clean and green environment now and in the future

The four well-being objectives filter down to the Environmental Health Service via the Public Protection Service Plan/SOAP. The 'Golden Thread' is visible from the Corporate plan through the Public Protection Plan (SOAP) and within this Food Service Plan and individual officers annual review and performance plans.

In addition, Welsh Government (WG)² has published a set of national enforcement priorities for Welsh local authorities which are:

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

This Food Service Delivery Plan contributes to each of the four national enforcement priorities.

1.2.1 Links to Our Wellbeing Objectives and WG National Priorities

The food service will contribute to the local authority's wellbeing objectives and the WG enforcement priorities by: -

- Undertaking risk based food hygiene and food standards interventions in food premises within the Borough to improve standards of food hygiene and cleanliness. This will contribute to a positive perception of the Borough as a whole. Improved standards will also mean businesses will become more attractive to customers thereby enhancing the local economy.
- Implementations of the Food Hygiene Rating Scheme to facilitate consumer choice and help traders promote good businesses.
- Investigating complaints about food and food premises.
- Taking appropriate enforcement action in accordance with our Compliance and Enforcement Policy against businesses, or individuals, who fail to comply with legislative requirements.
- Undertaking a food sampling programme to monitor the microbiological quality of ready to eat food either manufactured or sold within the Borough based on risk and in conjunction with regional and national initiatives.
- Undertake food standards surveillance programme to ensure that food is:

² [National Enforcement Priorities for Wales \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

- of acceptable nature, substance and quality;
- is not potentially injurious to the consumer's health or safety;
- is not falsely described or labelled so as to mislead the consumer;
- Responding promptly and appropriately to all food alerts issued by the Food Standards Agency.
- Ensuring a level playing field for food businesses operators through the provision of advice and consistency of enforcement.
- Working in collaboration with other Local Authorities and Organisations to maximise public health outcomes and financial efficiencies.
- Providing advice and support to new businesses thereby encouraging them to locate within the Borough, allow them to develop in the initial stages without making costly mistakes and to achieve the best possible rating under the Food Hygiene Rating Scheme
- Providing advice and support to existing businesses as they expand their product ranges and distribution network.
- Protecting businesses from damage to their reputation due to food fraud/crime.
- Tackling food fraud/crime to protect our most vulnerable members of society.
- Working closely with our partners to identify and resolve cross border food safety risks.
- Working with other agencies to promote food safety to the public, young and old, through initiatives such as National Food Safety Week.
- Investigating of cases of food poisoning and provision of advice to cases and contacts.
- Promotion of healthy eating.

2. Background

2.1 Profile of the Local Authority

Merthyr Tydfil is situated in the Heads of the Valleys Region and is the smallest local authority in Wales with an area of around 11,100 hectares. Approximately one fifth of the County Borough lies within the Brecon Beacons National Park to the north, leaving some 8,668 hectares of land under the planning control of the County Borough Council. The County Borough's other neighbouring authorities are Rhondda Cynon Taf County Borough Council to the west and Caerphilly County Borough Council to the east and south.

Merthyr Tydfil has a population of approximately 59,000 of which, approximately 44,000 reside in the main town of Merthyr Tydfil which functions as the main commercial, retail and service centre of the County Borough and the Heads of the Valleys Region. As such, the main town of Merthyr Tydfil contains administrative headquarters (e.g. the County Borough Council), the primary shopping areas, most employment opportunities, a hospital, and many other higher order services and facilities which serve surrounding settlements. The remainder of the population is distributed amongst eight interdependent settlements situated further south along the Taff and Taff Bargoed River valleys. These settlements contain more limited job opportunities and a range of lower order services and facilities serving local needs.

Merthyr Tydfil fulfils a key strategic role at the centre of the Heads of the Valleys region, benefiting from high levels of accessibility through its location at the intersection of the A470 (T) and A465 (T) strategic transport corridors in the north, and the A470 (T) and A472 strategic transport corridors in the south. The County Borough lies just 25 minutes north of Cardiff and the M4 corridor. Currently 1,499,5473 people and 679,4004 jobs are within the South East Wales Region.

2.2 Organisational Structure

2.2.1 Council Structure

Merthyr Tydfil County Borough Council is composed of 30 Councillors who are elected every 4 years as democratic representatives to the constituents in each of the eleven wards.

The Labour Party hold the political administration. These elected Councillors are nominated into the decision-making process which operates under a Cabinet system with individual portfolios. All decisions made by the Cabinet are subject to full Council approval and scrutiny review.

Corporate Management Team (CMT) work alongside the elected Cabinet and this is comprised of the Chief Executive and Corporate Directors.

The Council is divided into 5 directorates: -

- Neighbourhood Services.
 - Social Services.
-

- Governance and Resources
- Education
- Finance

2.2.2 Directorate Structure

The Environmental Health Service sits within the Public Protection Division within the Governance and Resources Directorate.

The food hygiene / standards service is delivered by a team of 6 officers made up of 5 full-time and 1 part-time Environmental Health Officers, all of whom have responsibilities for other functions.

The Public Health Team is directly responsible to the Principal Environmental Health Officer who acts as lead officer for Food safety and has a shared Lead responsibility for Food standards with another Senior Environmental Health officer within the team.

A copy of the current Departmental Management Structure is attached in **Appendix 1**. A copy of the Organisational Management structure for the Council and how the Department fits into this structure is attached in **Appendices 2a and 2b**.

Officers are authorised under the Council's Constitution to a level, which is commensurate with their qualifications and experience in accordance with the Statutory Food Law Code of Practice.

2.2.3 Links to Other External Specialist Services

Specialist Services

Chemical and physical analysis of feed and foodstuffs- The Authority has appointed Mr Alastair Low, B.Sc.(Hons), M.Sc., M.Chem.A., C.Chem of Minton, Treharne & Davies (MTD) Ltd, Laboratories Division, Long Wood Drive, Forest Farm Industrial Estate, Coryton, Cardiff, Wales CF14 7HY to act as Public Analyst to the Authority, as required by Section 27 of the Food Safety Act 1990. There is a charge to the Local Authority for the use of this service.

Food Examiner for microbiological examination of foodstuffs and faecal samples- The Authority also has an agreement with Public Health Wales who provide a microbiological analysis, and an advice service based at the Microbiology Department, Llandough Hospital, Penlan Road, Penarth, Vale of Glamorgan and a faecal analysis service based at the University of Wales Hospital, The Heath, Cardiff. The service is subject to a formal Service Level Agreement (SLA) that determines the funding allocated to the LA and the types of samples that can be submitted as a part of that allocation.

Campden BRI- The Local Authority is a member of Campden BRI based in Chipping Campden, Gloucestershire who provides advice on various specialist food matters, as necessary. Analytical services are also available and there is a charge for each sample submitted.

Specialist Contractors- Employed as and when required.

2.3 Scope of the Food Service

Merthyr Tydfil County Borough Council is designated as a Food Authority under the Food Safety Act 1990.

The Council's Public Health Team that sits within the Environmental Health Department are responsible for the delivery of food safety, food standards services as well as the control of infectious disease, health and safety functions, licencing of special procedures, public health funerals and petroleum licencing. The team undertake a wide range of activities to provide a comprehensive service to its customers combining enforcement, educational and advisory elements. The team will: -

- **Maintain an up-to-date register of food business establishments**
- **Receive, respond to and process all applications for the registration of food premises** - Several applications for the registration of food premises are received every year and a significant increase has been noted in the past few years
- **Undertake risk based interventions at premises where food is produced or sold to verify compliance with food hygiene / standards legislation in accordance with the Food Law Code of Practice** - A large proportion of officer time is spent carrying out food hygiene/standards inspections and other interventions in food premises throughout the County Borough.
- **Approve and inspect food businesses handling food products of animal origin within the scope of Assimilated Regulation (EC) No. 853/2004.** The team is responsible for processing and responding to all applications and ultimately approving or refusing them. In some instances, conditional approval may be granted.
- **Carry out visits/re-visits between programmed interventions where significant contraventions were highlighted** - Following an inspection of premises where significant issues are found, officers are required to carry out a follow up inspection.
- **Implement the requirements of the statutory Food Hygiene Rating Scheme**
- **Implement a food sampling programme for the microbiological and compositional analysis of food** - Officers regularly take food samples for the purpose of determining the microbiological quality, the compositional requirement of food and allergen testing. Where samples fail to meet the required standards officer follow up any issues and further analysis is carried out.
- **Delivering imported food controls as an Inland Authority through sampling, inspection and enforcement**
- **Issuing Export attestation certificates to businesses exporting certain foods**

- **Respond to and investigate complaints relating to the condition of food premises and the sale of food which may be unfit for consumption or contaminated** - These complaints may be food-related or relate to a food premises. Complaints originating within the Council are investigated by the food service. Where a complaint originates outside of the County Borough, officers work closely with the relevant food enforcing authority. Where premises have a Primary Authority, officers liaise with that Primary Authority to resolve the issue. This may also include the detention and/or seizure of unsound and unwholesome food stuffs.
- **Respond to and investigate complaints/notifications relation to infectious and food borne disease** - The service regularly receives notifications of cases of food poisoning. Officers investigate all notifications of sporadic and any outbreaks of food borne and viral infections.
- **React promptly and appropriately to notifications of Food Alerts which are received from the Food Standards Agency** - Throughout the year the service receives several food alerts. Food alerts which require action are actioned as appropriate by officers.
- **Collect and submit intelligence on food incidents and criminal activity involving food.**
- **Investigate actual and alleged cases of food and water-borne illnesses.**
- **Provide advice to business and the wider community on infectious disease matters.**
- **Undertake special projects, surveys etc. as the need arises and when resources permit.**
- **Examine and respond to planning and licensing applications in relation to food establishments.**
- **Act as Home/Primary Authority for premises** – The Council acts informally as Home Authority for OP Chocolates, a large manufacturer located within the County Borough. The authority does not currently have any formal Primary Authority agreement in place.
- **Provision of advice and guidance to food premises** – Providing advice and guidance to local businesses and members of the public is a key part of our work. We provide advice / guidance / advisory leaflets to food businesses on how to comply with legislative requirements.
- **Undertake food hygiene awareness and promotional activities** – the Department utilises the Local Authorities website and social media platforms to engage the public / businesses and promote the Food Standards Agency's Food Hygiene Awareness Campaigns.

- **Examine and respond to planning / licensing / ESAG and regeneration grant applications in relation to food premises and events.**

2.3.1 Other services delivered alongside the Food Service

Alongside the food hygiene / standards service function, the Public Health Team also deliver the Local Authority's:

- Communicable disease control service
- Health and safety service
- Licencing of special procedures
- Petroleum licencing
- Public health funerals
- Enforcement of no smoking legislation and public health regulations.
- Enforcement of discharge of food waste to sewers in commercial outlets
- Supervision of exhumations

2.4 Demands on the Food Service

a) The Public:

We serve 3 'types' of customer:

- The circa 60,000 residents of the Borough,
- An unknown number of consumers who live outside the Borough but who shop/eat in the Borough,
- An unknown number of consumers who live outside of the Borough but who have purchased food that is manufactured at premises located within the Borough.

b) Businesses:

At 1st April 2026 there are **573** food premises registered on our database. All of the businesses are subject to a programme of risk-based interventions determined in accordance with by the [Statutory Food Law Code of Practice \(Wales\)](#).

2.4.1 Food Premises

The profile of registered food businesses is set out below. Food business Operators (FBO's) must register their businesses with the Council, except where the establishment requires approval.

<u>Food Business Profile by Premises Category – 1 April 2026</u>	
Type of Premises (by former LAEMS category)	Number of Premises 2026/2027
Distributors	6
Manufacturers/Packers	2
Producers	2
Supermarket/hypermarket	12
Small retailers	82
Retailers others	43
Restaurant/café/canteen	101
Hostel/guest house	5
Pub/club	71
Take-away	76
Caring establishment	67
School/college	36
Mobile food unit	27
Restaurant/caterer – others	42
TOTAL	572

<u>Food Hygiene Premises Profile by Risk Rating – 1 April 2026</u>	
Premises Rating category	No. of Premises 2026/2027
A	2
B	21
C	259
D	59
E	219
Unrated	12
Outside risk rating scheme	0
Total	572

<u>Food Standards Premises Profile by Risk Rating – 1 April 2026</u>	
Premises Rating category	No. of Premises 2026/2027
A	0
B	41
C	520
Unrated	12
Outside risk rating scheme	0
Total	573

2.4.2 Approved Premises

Approved Establishments - 1 April 2026	
Establishment type	Number
Cold store	1
Cold Store with re-wrapping and/or re-packaging	1
Total	2

The Authority currently has **two** approved premises located within the County Borough, both of which are stand-alone cold stores. One cold store is also approved for re- wrapping activities.

A major cutting plant is also based within the Borough which is approved by the Food Standards Agency Wales (FSA); however, the enforcement of food standards legislation falls within the remit of this service (hence one additional Food Standards premises as noted in 2.4.1 above).

2.4.3 Service delivery points

The service operates out of one conveniently located central point i.e. the Civic Centre, Castle Street, Merthyr Tydfil. The Civic Centre is accessible to our customers by road, rail and bus services. Normal office hours are 8.30am – 5.00pm Monday to Thursday and 8.30am – 4.30pm on Friday. Tel: 01685 725000.

The Authority has moved to a model of agile working where officers work from home and from the Civic Centre.

Officers who are not office-based are contactable by mobile telephone or soft phones installed on their laptops. Service users can also email Publichealth@merthyr.gov.uk.

2.4.4 Out of Hours Service

The service primarily operates during office hours from Monday to Friday. However, increasingly businesses are open outside of these hours and officers regularly carry out unannounced routine inspections during evenings and weekends where this is necessary (for example routine unannounced inspections of takeaways etc).

The Authority **does not** operate a formal out-of-hours service specifically for food matters.

Outside office hours, there is a Lifeline call handling service:

- **01685 384489**

The above telephone service is manned by staff that do not have any specialist food hygiene, food standards or infectious disease control knowledge.

To build further resilience into the above system, a reciprocal arrangement has been adopted with one of the neighbouring local authorities, Rhondda Cynon Taf County Borough Council where, if contact cannot be made with any of the relevant Merthyr Tydfil C.B.C senior managers within a defined time period , then contact will be made to Rhondda Cynon Taf out-of-hours service which operates a formal standby system for Environmental Health 365 days a year. Whilst there are issues with this arrangement in terms of authorisation to take legal action, most of the service requests that are received out-of-hours can be dealt with without recourse to formal action.

2.4.5 External demands on the service

New Food Standards Delivery Model

The introduction of the new Food Standards Delivery Model, due for implementation by October 2026, will place significant resource pressures on the food safety service. A key impact will be a marked increase in the number of premises which will be re-classified as higher risk, as the revised risk rating framework is likely to identify a greater proportion of businesses that will require more frequent intervention.

The previous scheme had intervention frequencies of 12 months, 24 months and 5 years. The service did not have any Category A inspections which were due within a 12-month period. The new scheme has intervention frequencies of 1,3,6,12,24,36 months etc which makes it more resource intensive and will compete directly with trying to keep the hygiene inspection regime on track. There is also a heavy focus on allergen compliance which during a sandpit trial in Wales resulted in 32% of takeaways moving into the higher risk inspection categories.

Currently test conversions indicate that there will now be 130 inspections due within a 24 month period compared to 44 under the existing scheme. This doesn't even consider new business interventions or the number of revisits that will be required under the new scheme.

At the point of transition, the new model will create an immediate, artificial backlog of inspections, as existing inspection records will need to be reclassified against the new risk criteria, generating a surge in overdue interventions overnight rather than reflecting a genuine decline in performance. This is particularly frustrating for the service given the position that we have strived to achieve over the last six years of ensuring that we have no overdue inspections for hygiene/ standards in any risk category.

In addition, considerable officer time will be required to cleanse and verify legacy database records to ensure accuracy under the new system – authorities in Northern Ireland who have already undertaken this transition process, estimated that this element alone took over two weeks of one FTE officer's time.

As the service is transitioning, part way through the financial year and our management information system (MIS) is not yet configured to deal with the new model, this service plan is unable to provide an accurate projection of how many food standards inspections will now be due for inspection this financial year and the estimated additional resources that will be required to deliver the new model. No additional financial resources will be provided by the Food Standards Agency to deliver this change; however the FSA have acknowledged that there will be a significant impact on local authority food services.

As the service transitions from PP Cymru to the standalone IDOX MIS system, officers will require time to train and familiarise themselves with a more complex and time-intensive risk rating model. This includes understanding additional criteria, new coding structures, and expanded data input requirements necessary to ensure accurate returns to the FSA. During this period, both operational and administrative capacity will be impacted, as these combined demands are expected to create significant resourcing challenges.

Welsh Government's Food Presentation and Promotion Regulations

The Food (Promotion and Presentation) (Wales) Regulations 2026 place restrictions on the promotion and placement of high fat, salt and sugar (HFSS) products in certain retail settings, with the aim of improving public health and supporting healthier food choices. Local authorities in Wales are responsible for enforcing these requirements, including carrying out programmed inspections of relevant food businesses. Welsh Government has set expectations for each authority to undertake a minimum of 50 inspections this financial year under these regulations and to monitor compliance. In addition, authorities are required to submit quarterly returns to Welsh Government, outlining inspection activity, levels of compliance, and any enforcement actions taken, to support national oversight and evaluation of the policy's effectiveness.

FSA Future of Food Regulation proposal

For several years, the FSA has been focusing on programmes to modernise how businesses are regulated. Their latest Future of Food Regulation proposal places increased demands on local authorities to inform this work. Increased requests for data, consultations, requests to participate

in working groups/ attendance at engagement events have all added to pressures on already stretched food hygiene / standards services across Wales.

Emergence of global infectious disease outbreaks

Emerging infectious diseases such as the recent Hantavirus outbreak continue to highlight and present a significant and often immediate challenge to the service, requiring rapid escalation, coordinated response, and sustained operational oversight. These pathogens are characterised by high morbidity and, in some cases, high case fatality rates, as well as the potential for sudden outbreaks that can quickly overwhelm the service, as officers, particularly the Lead Officer for Infectious Disease control and management within the team are diverted away from conducting routine work.

A key component of this response involves active participation in Incident Management Team meetings (IMTs) at both regional and national levels. Attendance at these IMTs requires significant time and resource commitment, as meetings may be frequent, prolonged, and require rapid decision-making based on evolving epidemiological evidence.

The requirement for rapid escalation and response also highlights vulnerabilities in service resilience as occurred in the Covid 19 outbreak where it has taken the service six years to fully realign with the Food Law Code of Practice intervention requirements. The identified staffing resource deficit as identified in this plan becomes exacerbated in these circumstances as the ability to maintain business continuity while responding to an emerging threat is significantly compromised, particularly when the situation rapidly escalates or becomes prolonged. Routine service delivery as a result is deprioritised to accommodate outbreak response, potentially impacting statutory duties and wider public health outcomes.

In this context, emerging diseases act as a stress test for the system, exposing limitations in surge capacity and resilience planning. Strengthening resilience will require investment in workforce capacity, cross-training to broaden the pool of staff able to support infectious disease response, and robust contingency planning. Without addressing these underlying constraints and the resource deficit, the delivery of statutory intervention work for food safety and standards can be significantly compromised, the effects of which, as experience as shown, can take years to resolve.

Allergen control and management

Food allergies can be fatal, an estimated 1-2% of adults and 5-8% of children have a food allergy, which accounts for around 2 million people in the UK. There have been several high- profile cases involving the deaths of teenagers following the consumption of undeclared allergens. Generally, business compliance with new allergen labelling requirements has been found to be poor. The provision of information and assistance to businesses to help them comply with the requirements has had, and continues to have, resource implications for the service.



Each inspection is also taking on average 1 hour longer to complete because of the increasing demands of food standards work relating to allergen management and ensuring compliance with legislation. This is expected to increase due to the new Food Standards delivery model being heavily weighted towards allergen risk assessments.

New Guidance was issued by the Food Standards Agency in March 2025 relating to the provision of allergen information for non-pre-packed foods which the Department will signpost at each inspection undertaken

Retention and Recruitment of Staff

There continues to be a significant workforce resilience issue within the Environmental Health profession as outlined in the Chartered Institute of Environmental Health (CIEH's) Environmental Health Workforce Survey report.

Recruiting competent and experienced Environmental Health Officers is a significant challenge and this is reflective of the current landscape across Wales and England. The situation is

further compounded by the differentiation in salary rates which results in Officers moving from one Local Authority to another.

In addition, there are several factors at play which are contributing to the significantly depleting and limited pool of professionals within Environmental Health. These include: an ageing workforce, senior officers retiring, the loss of officers to other sectors /agencies such as the Food Standards Agency / Public Health Wales / Private Consultancy firms/ secondment to Welsh Government, all of whom often offer higher remuneration / benefits than Local Government.

The Directors of Public Protection Wales report, [*Building for the Future*](#), highlighted the vital importance of Public Protection services and their important contribution to public health. The report made several recommendations, which included Local Authorities, and Welsh Government recognising the vital role of Public Protection / Environmental Health services and commit to increase the investment in budgets for those services to enable growth in frontline staffing levels to a more resilient level, utilising core budget investment or long-term grant funding mechanisms. The creation of a funded DPPW Workforce strategy has include a level 4 Regulatory Apprenticeship launched in 2025. This apprenticeship has not been mapped with the necessary skills required specifically for food law enforcement. However further development work is taking place on mapping a Level 6 Apprenticeship programme specifically for Environmental Health; it is likely to be some years before this comes into fruition.

Enforcement Activity

Formal enforcement action and prosecution cases have an impact on service delivery, as enforcement action is time consuming due to increased legal paperwork, multiple revisits to ensure urgently required remedial actions are addressed, court attendances, all of which detracts officer resources away from conducting inspections. These businesses are then re-categorised as high risk for a new intervention.

In addition, when businesses receive a poor food hygiene rating, they typically request a re-rating visit in attempt to improve their 'scores on the doors' which they must legally display. These re-rating visits will also have to be prioritised, in line with the statutory requirement to complete the re-rating inspection within 3 months of a paid application being submitted to the Authority

Special Procedures licencing

The scheme to licence practitioners that perform tattooing/ piercing/ semi-permanent make up / acupuncture came into force in November 2024. Whilst all of the premises and practitioners were successfully transitioned over to the new scheme in 2025, there are still ongoing demands from new businesses requiring a licence, monitoring visits of the higher risk businesses and every 3 years the requirement to renew all licences for the practitioners and premises.

No additional resource has been provided to the Service to deliver this licencing work.

Welsh Government Free School Meals Initiative

The introduction of the Welsh Government Free School Meals Initiative has resulted in an increase in the number of Local Authority schools that have now moved from Category C to B and Category D to C for food hygiene inspection premises risk rating. This is attributable to an extra score that is given for high-risk vulnerable groups where more than 20 meals are served

to under 5-year-olds.

New business demands

The number of registered food businesses fluctuates because of new businesses opening for trade, existing businesses which cease trading, and businesses where there is a change in ownership, management and/or food activities.

All new food businesses need to be inspected to assess compliance with food hygiene / standards legislation and receive a food hygiene rating. It is always difficult to predict the number of new businesses that will commence trading, although it should be noted that in recent years there has been a significant increase in the number of new businesses registering with the Council. This impacts other areas of programmed work carried out by officers.

On 1 April 2026, there were **12** newly registered businesses awaiting inspection in respect of food hygiene and standards, the majority of which have not yet started trading. These businesses are desk top risk assessed based on inherent risk and prioritised accordingly for inspection. .On average **90** new premises register each year however last financial year this increased to **110**, representing a 22% increase.

In recent years it has been noted that businesses often start up and then cease trading within a relatively short period, this proves to be an unavoidable waste of resources. The business typically will then be re-opened by a new food business operator and will require another new inspection. The current 'cost of living crisis' is likely to see this trend continue as the small business sector continues to be unstable.

Statutory Food Hygiene Rating Scheme (FHRS) safeguards

The FHRS incorporates safeguards to ensure it is fair for businesses. This includes an appeals procedure, a 'right to reply' and a mechanism for requesting a re-inspection or revisit for a re-rating. The additional work these safeguards generate cannot be predicted year on year, although a fee is payable where re-ratings are requested.

Improved intelligence

Better intelligence in relation to local, regional, and national food crime has increased the number of requests to work with partner agencies. Again, the impact is difficult to quantify but it can be significant and affect planned intervention programmes.

Impact of new laboratory molecular diagnostic techniques

The Authority is anticipating a significant increase in the number of confirmed cases of pathogens requiring investigation due to the introduction of new molecular testing methods in microbiology laboratories. The new (PCR) testing regime is more sensitive than traditional methods putting increased demands on the service. There are already signs of this increasing trend.

Freedom of Information and Environmental Information requests

Increased public awareness has led to a rise in Freedom of Information and Environmental Information requests, placing increased demands on officers.

FSA demands for additional Performance monitoring data returns

Pre-covid, Local Authorities submitted annual end of year data enforcement monitoring returns to the Food Standards Agency (FSA) via the Local Authority Enforcement Management system (LAEMS) which was specifically configured to easily generate the required data. However, since 2020, bespoke 'temperature check' returns have been required by the FSA at quarterly intervals which has now reduced to a bi-annual return. This work places additional burdens on the service and is extremely time consuming in comparison to the original end of year reporting system. It is particularly problematic at the end of each financial year where two different sets of figures must be produced – annual figures for the service plan and six-monthly figures for the FSA.

Cultural and Ethnic Diversity

The number of food businesses in the County Borough whose first language is not English has traditionally been low. However, in recent years there has been an increase in the number of businesses run by food business operators of Eastern European origin and other ethnicities. That said, this still accounts for only a small percentage of food businesses within the Borough and the impact on the service is low.

The service uses both Language line and the Wales Interpretation and Translation Service (WITS) to assist with communication if required. Businesses are also directed to the Food Standards Agency's website www.food.gov.uk to obtain Safer Food Better Business packs which are available in various languages to reduce the language barrier. Multi-lingual information leaflets are enclosed with notices, if deemed necessary, to advise of the importance of issued legal documents.

Where necessary, consideration will be given to equality and diversity when policies and procedures are being revised to ensure there is no discrimination or exclusion.

Food Manufacturers

There are 2 businesses within the Borough that are classified as manufacturers under the former LAEMS guidance document. This constitutes less than 1% of registered businesses so there is no significant impact on the Service. OP Chocolates which are the main manufacturing premises regularly request export certificates for their products which does place additional demands on the service.

Imported Food responsibilities

Although Merthyr Tydfil is an inland Local Authority the service still has an important role to play in food security checks to ensure that imported foods meet food safety requirements. This role has become increasingly important because of EU exit and Government delays in introducing robust physical checks on imported foods at border control posts.

A new global regime for controlling imported food and feed products entering the U.K. in the form of a Border Target operating Model (BTOM) has been phased in and became operational from

30 April 2024. However there have been major delays in opening Border Control Posts (BCPs) on the UK's west coast, particularly for goods from the EU. The BTOM aims to streamline border controls and reduce burdens on traders, but it also involves significant infrastructure changes and the implementation of new systems. The government's decision to delay the full implementation of the BTOM until 2027, including physical checks on goods from the EU will increase the likelihood of illegal foodstuffs being imported into the UK which are only likely to be identified by inland Authorities.

During the inspection of food premises, 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. Imported foods may also be subject to examination as part of our sampling programme which is informed by the Food Standards Agency's UK National Monitoring plan which outlines sampling priorities for 2026-27 based on global intelligence and via notifications from the Food Standards Agency's FSA LINK platform.

Based on recent trends, it is anticipated that this type of work will continue to increase in 2026/27 as new and emerging imported American and other third country products continue to be illegally imported into the U.K.

Supplements/ Novel foods

There has been a significant rise and popularity in the availability and consumption of novel foods and food supplements, driven by consumer interest in health, wellness, and alternative nutrition products. This includes products such as cannabidiol (CBD), functional foods, fortified products, and emerging ingredients not traditionally consumed within the UK. This growth presents increasing challenges for food service delivery, as it requires officers to maintain up-to-date knowledge of complex and evolving legislation, including authorisation requirements for novel foods and compositional and labelling standards for supplements. It also places additional demands on enforcement resources, as businesses may unintentionally place non-compliant products on the market. Consequently, this area requires enhanced monitoring, targeted inspections, and ongoing engagement with businesses to ensure compliance and protect public health.

Seasonal Businesses

The number of seasonal businesses is low and does not present any significant difficulties.

2.5 Compliance and Enforcement Policy

The Authority has formally adopted a Compliance and Enforcement Policy⁵. The policy was subject to 5-year review in line with the requirements of the Regulatory Enforcement and Sanctions Act 2008 and was approved by full Council in December 2024.

In coming to any enforcement decisions, consideration will be given to the following factors:

- The seriousness of the offence

⁵ [Compliance and Enforcement Policy 2024 \(merthyr.gov.uk\)](https://merthyr.gov.uk)

- The history of the business
- Confidence in management
- The consequences of non-compliance
- The likely effectiveness of various enforcement options
- The attitude of the operator/proprietor

The Policy reflects the principles of proportionality, targeting, consistency, transparency and accountability. The policy sets out our current approach to law enforcement and is based upon the principles espoused by the Regulators Code⁶ and has regard to current government guidance. The policy is available on the Local Authority's website via the following link www.merthyr.gov.uk/media/10637/compliance-and-enforcement-policy-2024.pdf and a hard copy can be obtained by contacting the Environmental Health Manager, Merthyr Tydfil County Borough Council, Environmental Health Department, Civic Centre, Castle Street, Merthyr Tydfil, CF47 8AN.

⁶ [Regulators' Code \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

3. Service Delivery

3.1 Food Hygiene/Standards Interventions

The Food Law Code of Practice (Wales) allows a flexible approach to food law enforcement whereby Local Authorities can use a range of interventions to monitor, support and increase business compliance. It is the policy of Merthyr Tydfil's Food Service to ensure that all food businesses within the Borough receive interventions in accordance with The Food Law Code of Practice (Wales) and Practice Guidance.

3.1.1 Food Hygiene

Interventions consist of official and non-official controls:

Official Controls

- Inspections
- Monitoring
- Surveillance
- Verification
- Audit
- Sampling where analysis is to be carried out by an official laboratory

Non-Official Controls

- Education, advice and coaching
- Information and intelligence gathering (including sampling where the analysis or examination is not to be carried out by an official laboratory).

Interventions are applied on a risk-based approach such that more intensive regulation can be directed at those food businesses that present the greatest risk to public health.

The Code of Practice requires that the highest risk rated premises be subject to a full or part inspection, or audit. The service is committed to carrying out full inspections in our highest risk premises categorised as A or B rated at intervals specified in the Code.

There is an opportunity for the service to alternate between one or more interventions comprising official controls in category C premises if the premise is deemed to be broadly compliant, rather than carrying out a full inspection, partial inspection or audit. Our experience has shown us that in the current economic climate businesses are increasingly willing to cut corners or branch out into new markets or processes to make ends meet. We believe that shortfalls in food hygiene are more likely to be identified if a thorough on-site inspection is undertaken, and we will continue to use a full site, partial inspection or audit as our chosen method of intervention in these premises. Conducting full, partial inspections or audits of Category C businesses also means that the interval between awards of a food hygiene rating will not be more than 18 months. Leaving long periods between re ratings has the potential to undermine the statutory food hygiene rating scheme.

Category D premises can be subject to interventions, which alternate between interventions that are official and non-official controls. The team currently has a policy of carrying out official controls in D rated businesses.

Category E premises can be subject to an alternative enforcement strategy which could include making use of questionnaires / surveys / project-based inspections / intelligence gathering visits. We will however carry out an inspection:

- when they are subject of a complaint.
- When we become aware of a significant change in the nature of the business, which is likely to alter the risk rating e.g. through planning applications, local knowledge, requests for advice from the proprietor
- We will identify and target specific groups of premises for food safety initiatives.
- We will contact all low-risk premises at least once every 3 years to ascertain their status.

Establishment Profile

Table 1 below provides a profile of the number of premises within each food hygiene risk rating category within the Borough.

Table 1 – Profile of premises within each food hygiene risk rating category

CATEGORY	Number of premises 2023/2024	Numbers of premises 2024/25	Number of Premises 2025/2026	Number of Premises 2026/27
Risk Rating A	3	3	1	2
Risk Rating B	43	35	26	21
Risk Rating C	227	243	250	259
Risk Rating D	65	56	74	59
Risk Rating E	237	229	202	219
Outside	2	2	2	0
Unrated	14	18	12	12

Premises which are subject to food inspections and interventions are risk-rated. The risk rating is carried out in accordance with Annex 1 of the Food Law Code of Practice Wales (October 2025) the frequency of the inspection/intervention is determined by the risk rating as outlined in **Table 2** below. Frequency of inspection can vary from once every 6 months, if the premises are a category A, to once every 3 years for category E. The minimum frequency that a food business should receive an intervention in accordance with the Food law Code of Practice is set out below:

Table 2 – Food Hygiene minimum intervention frequencies

Category	Intervention Frequency
A	At least every 6 months
B	At least every 12 months
C	At least every 18 months
D	At least every 2 years
E	At least every 3 years

The database is updated to reflect any changes to existing businesses, new businesses which have commenced trading and businesses which have ceased trading. New businesses will be visited and risk-rated in accordance with The Food Law Code of Practice Wales.

It is the aim of the food service to carry out a programme of **planned due** inspections and interventions of food premises for 2025/26 in accordance with the Food Law Code of Practice requirement, also utilising the flexibilities contained within the Code as outlined in **Table 3**.

Table 3 Summary of Work Programme for Food hygiene inspections for 2026 /27 based on risk, inspection due dates

Risk Category	No. of Due Inspections	No of Interventions / inspections Planned	Type of Visit
A	2	4	Full Inspection
B	21	21	Full inspection
C	153	153	Full inspection
D	33	33	Full inspection
E	56	56	AES / Full inspection dependent upon risk / Full inspection
Outside the Programme	0	0	Full inspection
New premises (including unrated)	12 at start of year	110	Full inspection
Revisits to all categories	Approx 70	70	Official control-verification/ monitoring visit to check compliance
Re rating requested under the FHRS	Approx 20	20	Full inspection
Total		467	

3.1.2 Food Standards

Table 4 Food standards establishment Profile on 1st April 2026

CATEGORY	Number of premises 2023/2024	Numbers of premises 2024/25	Numbers of Premises 2025/26	Numbers of Premises 2026/27
Risk Rating A	0	0	0	0
Risk Rating B	39	42	43	41
Risk Rating C	539	526	512	520
Unrated and trading	*	17	12	12
Outside programme	2	2	2	0

* Data not available

Table 5 Summary of Work Programme for Food standards inspections for 2026 /27 based on risk, inspection due dates

Risk Category	No of Inspections Due	No of visits Planned	Type of Visit
A	0	0	n/a
B (due)	11	11	Full inspection
C	0	0	Full inspection /partial audit
Estimated Unrated	110	110	Full inspection
Total	121	121	

Table 6 – Food standards minimum Intervention frequencies

Category	Intervention Frequency
A	At least every 12 months
B	At least every 24 months
C	Alternative enforcement strategy or intervention every 5 years

As a result, the frequency of food standards interventions, in all but a few cases, follow the food hygiene intervention frequency as this will usually be more frequent than a scheduled standards inspection. This will ensure that only one visit is undertaken where hygiene and standards inspections are undertaken at the same time. Our customer survey results show that businesses value enforcement visits and want coordination of Council functions to reduce the burden on their business. Where a standards visit is due before the hygiene (this is usually a very small number) this will either be carried out separately or the hygiene inspection brought forward so that the inspections are carried out at the same time.

The impact of legislation surrounding labelling requirements for pre-packed for direct sale foods (PPDS) and the requirements surrounding allergen management as part of a food hygiene management system has resulted in a substantial increase in the duration of inspections.

There is one Food Standards Agency approved premise, namely a large slaughterhouse and cutting plant, where food hygiene is the responsibility of the FSA, but standards and labelling is enforced by the local authority's public health team.

3.1.3 New Businesses

The service will continue to proactively identify new businesses by a variety of methods i.e. routine arrangements with other internal Local Authority departments such as Economic Grant Regeneration, Planning, Business Rates, Licensing, Trading Standards and Environmental Services, as well as local intelligence via surveillance on social media websites.

All new businesses are recorded on the shared new premises and Tascomi databases. As soon as a new business or change of ownership is identified new food business operators are sent a link to the Food Standards Agency's online food premises registration form (or provided with a paper copy if they do not have access to the internet), food safety enforcement questionnaire and information about the Food Hygiene Rating Scheme as a matter of course.

Once a registration form / new business questionnaire is received the business is desk top risk rated based on perceived inherent risk utilising a Red/ Amber /Green (RAG) rating system which effectively categorises the business as high, medium or low risk for prioritising hygiene / standards inspections.

It is impossible to predict how many new businesses will open or change ownership but based on historical data the team typically inspects approximately **110** new food businesses each year.

It is also worth noting that many of the new business fail within their first year of trading and this has consistently been the case since March 2020. This has a consequential impact on the inspection programme and this work is not reflected in our overall reportable figures. Mobile premises continue to present a particular problem, a lot of investment is made in these businesses by the service but this is not reflected in the end of year statistics as many cease trading after a few months.

The Food Law Practice Guidance (Wales) stipulates that all new food businesses should receive an inspection within 28 days of opening or registering. The turnover of premises means that this continues to be a challenge to achieve. The Food Law Practice Guidance states that "where the establishment is believed to be undertaking high risk food activities the Authority should undertake an initial inspection within 28 days of commencement of operations". There are also flexibilities around the 28-day timescale within the code to ensure that lower risk premises are not inspected at the expense of higher risk premises, this ensures that we are targeting our resources at premises which present the greatest public health risk.

The service will continue to undertake desk top risk assessments of new businesses, RAG rate them and prioritise inspections based on the information provided on the food premises registration form, food safety enforcement questionnaire and/or local knowledge, with those that potentially pose the greatest risk to public health being inspected first.

The service aims to inspect these premises within the following time scales, utilising the flexibilities contained within the Food Law Code of Practice:

Red – high risk - 28 days

Amber – medium risk - 2 months
Green – low risk - 3 months

3.1.4 Revisits

Revisits are an essential part of any effective intervention programme, and the service has adopted the All-Wales Food Safety Expert Panels Policy on undertaking revisits.

- **Food Hygiene-** Revisits and any appropriate follow up action will be carried out in all Category A & B premises and all premises which are found not to be broadly compliant with the Food Hygiene Rating Scheme. The timing of the revisit will be dependent upon the nature of the food safety contraventions identified and in accordance with the revisit policy. In addition, as a result of conducting a focussed audit on 3 rated premises the service established that businesses with food safety management failings that were not revisited tended not to undertake the required improvements and dropped to a lower non-broadly compliant rating on the next scheduled inspection. Officers will therefore exercise discretion and revisit some premises that are deemed broadly compliant in order to mitigate future non-compliance / poor food hygiene ratings being awarded. Where necessary further enforcement visits, coupled with legal action in some cases, may be undertaken.

It is difficult to give an exact number of revisits but historical data allows us to predict that approximately **60** food hygiene revisits will be required. **54** revisits were recorded on Tascomi as having been undertaken in **2025/26**.

- **Food Standards-** As for food hygiene where significant breaches of food standards legislation are identified revisits and follow up enforcement action will be taken in accordance with the revisit policy. **9** Food standards re-visits were recorded as being undertaken in **2026-27**. It is estimated that this will increase in **2026/27** due to the introduction of the new Food standards delivery model.

3.1.5 Specific Project work

This financial year the service intends to undertake the following project work:

- Participate in relevant microbiological sampling specific projects that have been agreed through the Welsh Food Microbiological Forum
- Participate in food standards sampling project work as agreed through the Glamorgan Food Standards Group
- Undertake 50 inspections to determine compliance with the Food Promotion and Presentation (Wales) Regulations
- Develop an inter active allergen training project to assist businesses with the management of cross contamination of food allergens within catering premises (resources permitting)

3.1.6 Specialised processes

Approved premises - Only officers that are fully competent and authorised to undertake inspections of approved premises are permitted to undertake these inspections. The County Borough has two stand-alone cold stores which undertake low risk operations.

Several businesses, in particular butcher shops utilise vacuum packing machines and only officers that have the necessary competencies will inspect these premises.

If any new business undertakes a specialist process which Officers do not have the relevant competency / experience in, then informal cross boundary arrangements agreed through the Southeast Wales Regional Food Group are in place to seek the expertise of an officer in another Local Authority.

A register of expertise is currently being developed by the Welsh Heads of Environmental Health Group, which can also be used to access expertise / gain practical experience in specific manufacturing / approved premises/ complex processes inspections.

3.1.7 Food Hygiene Rating Scheme

The service is committed to the Food Hygiene Rating Scheme (FHRS) which aims to promote consumer choice.

There were **0** appeals received by the service against the hygiene ratings awarded in **2025/26**. This figure remains static for the second year running.

The scheme has resulted in an increase in workload because of requests for re ratings.

17 re-ratings applications were received in **2025/26** which represents a 42% increase in the number of applications received in comparison to the previous years figures.

To retain credibility, it is also necessary to police the scheme to ensure ratings are correctly displayed. In 2025/26, a total of **3** fixed penalty notices were served for either failure to display a valid / conspicuous food hygiene rating.

The Estimated Resources Required to deliver Food Hygiene/Food Standards interventions is 3.8 F.T.E

3.2 Food Complaints

Investigation of food complaints is an important part of the Environmental Health Food Service. It is the policy of the service to investigate every food complaint relating to unfit, unsound or unwholesome food that is sold and manufactured within our area that is brought to its attention. Complaints into the labelling and composition of food are also investigated along with complaints of unsatisfactory conditions in food premises.

Complaints are investigated in accordance with the Food Complaints procedure and Food Law Code of Practice (Wales). In practice this means that all food complaints will be assessed by an officer upon receipt and the most appropriate course of action determined. Complaints are generally received by the service from members of the public or via the Food Standards Agency's online Local Government complaint referral service. Details of service requests are recorded on the TASCOMI Database.

In circumstances when the food, which is the subject of complaint, was manufactured outside of the County Borough, details of the complaint are also referred to the Originating, Home and/or Primary Authority. When a resident of the Borough has purchased food in another Local

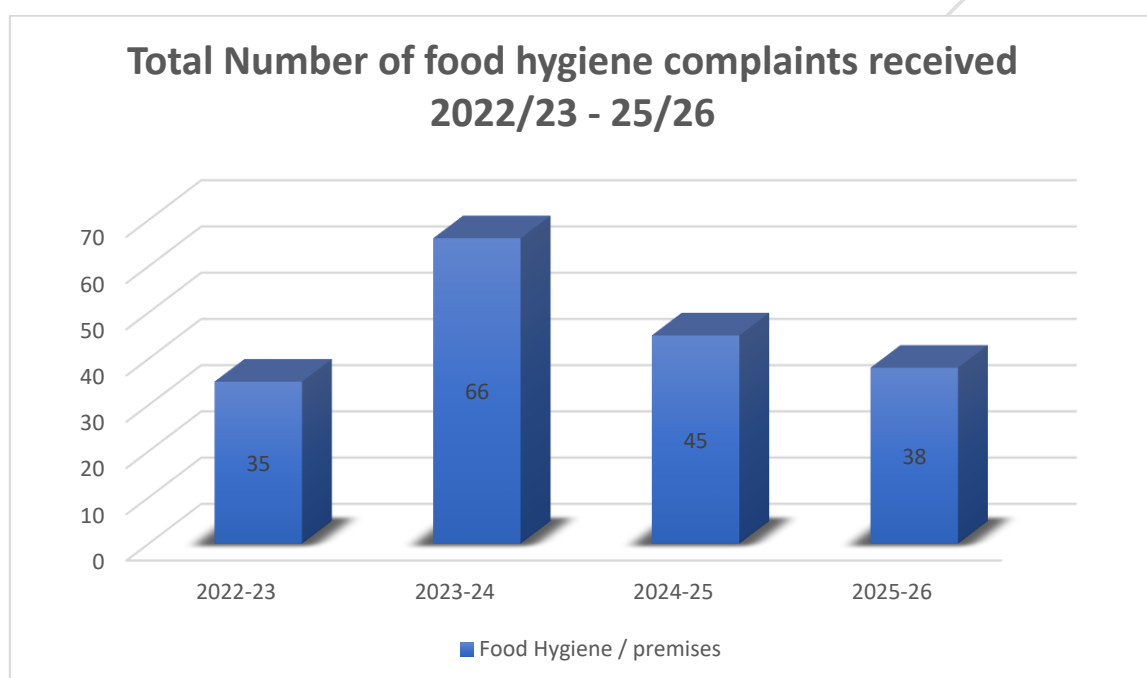
Authority's area the food is collected and referred to the appropriate Local Authority for investigation.

The investigation of complaints may also involve microbiological or chemical analysis being undertaken and this has a financial implication for the service.

We act as a home authority to one manufacturer in the area and therefore investigate complaints arising from this premises.

The number of complaints received has fluctuated over recent years as depicted in the graph below. The graph serves to illustrate that it is extremely difficult to predict the exact number of complaints that will be received by the service in 2025/2026 and consequently the exact level of resources that will be required.

On previous years trends it is estimated that approximately **50** complaints are likely to be received in **2026/27**.



During **2025/26** a total number of **38** food hygiene complaints were received, **20** relating to food practices and **18** relating to the hygiene of premises.

A further **11** complaints were received about food standards issues. All of these complaints were investigated and enforcement action taken in accordance with the LA's food safety enforcement policy.

The Estimated Resources Required to deliver this service is 0.2 F.T.E

3.3 Home Authority Principle/Primary Authority Scheme

3.3.1 Home Authority Principle

The Home Authority Principle applies to businesses that have their 'decision making' base within the Borough and whose decisions have national or international impact. The principle provides a mechanism for efficient liaison between Authorities with multiple-site businesses and it is the policy of Merthyr Tydfil County Borough Council to operate the Home Authority Principle in accordance with guidance issued. The Local Authority has no formal arrangements with the manufacturers located within the Borough however does informally act as home authority for 1 major manufacturer .

Furthermore the service will:-

- Provide advice to all Home Authority businesses on matters relating to food, either when requested, or in response to a referral from another Local Authority.
- Have regard to any information or advice it has received as a result of liaison with home and/or originating Authorities.
- Having initiated liaison with any home and/ or originating Authority, notify that Authority of the outcome.

3.3.2 Primary Authority Scheme

Primary Authority enables businesses to obtain consistent advice on compliance with regulation from local authorities. The Primary Authority may direct against enforcement action if it is inconsistent with assured advice given. The scheme is statutory and was established by the Regulatory and Enforcement and Sanctions Act 2008. The service will:

- Consult with the Primary Authority where the service has concerns about compliance of a multi-site business operating in the Borough.
- Have regard to any advice or inspection plan issued by a Primary Authority.
- Notify the Primary Authority of any proposed enforcement action.

The Service does not have a Primary Authority relationship with any business in Merthyr Tydfil, however as an increasing number of National businesses are looking to develop Primary Authority partnerships with Local Authorities in Wales this is an area of the service that we would look to develop, resources permitting.

3.4 Advice to Business

Business advice is offered to all businesses at the point of contact and this service remains free of charge.

In addition, we aim to assist businesses wherever possible by providing food safety advice disseminated through a variety of channels, such as: -.

- Upon receipt of a food premises registration form
- Advice provided as part of the intervention process.
- A variety of information leaflets are available in various languages.
- The provision of training and seminars subject to external funding.
- Participation in national events, such as National Food Safety Week.
- Providing advice to organisers of events.
- Advice in response to planning / ESAG applications and on receipt of Temporary Events Notices where applicable;
- When new legislation or guidance is issued information is provided by the most effective means to appropriate target groups e.g. mail shot, workshops/seminars/ social media posts
- Bespoke coaching sessions for businesses subject to external funding e.g. town centre food and drink improvement grant.
- Bespoke coaching where inspections have revealed that businesses are struggling to understand and meet specific legal requirements e.g. allergen control or businesses with poor FHRs ratings
- Use of the Council website and social media.
- Working in conjunction with the Local Authority's regeneration team to provide advice to businesses that have received grant aid funding.

We continue to support and promote the Food Standards Agency's Safer Food Better Business Pack in assisting businesses with complying with the requirements of Article 5.

It is difficult to predict the number of requests for advice that will be received each year. Factors such as the introduction of new legislation and/or guidance or an influx of new businesses may increase the number of requests received.

During **2025/26** the service responded to **34** requests for Hygiene / safety advice from food businesses and **12** requests for food standards advice.

It is estimated that approximately **50 – 60** business advice requests will be received in **2026-27** across the two functions, based on previous years trends.

3.4.1 Food Hygiene & Other Training

The service does not have the resource to be able to deliver food hygiene courses as this provision is better met by the private sector, thus enabling the officers within the Team to concentrate on the core statutory duties of the Authority in relation to food safety enforcement. Other Training in relation to Food Law issues is facilitated as and when the need arises and where resources are available. Where appropriate the Council will write to food business operators in the area highlighting training opportunities which may be relevant to their food business.

3.5 Food Sampling

Sampling carried out for Food Hygiene (both surveillance and targeted) is undertaken to protect public health and to improve the microbiological quality of food. The service is required to undertake a suitable and sufficient sampling programme as part of the framework arrangement between the FSA and Merthyr Tydfil County Borough Council.

The sampling programme includes:

- a) Welsh Food Microbiological Forum (WFMF) programme;
- b) Public Health Wales (where appropriate);
- c) Risk based sampling;
- d) Intelligence lead;
- e) Imported foods (where appropriate).

The proactive sampling programme is based on a notional monetary allocation which is contained within the service level agreement between the Local Authority and Public Health Wales. Merthyr Tydfil has a baseline allocation equivalent to **£6044.00** for **2026/27**. This sampling allocation relates to all food, water and environmental samples requiring a microbiological examination. The Local Authority must resource samples taken in excess of this allowance unless they are specifically associated with an outbreak investigation.

The Service plays an active role in the Welsh Food Microbiological Forum (WFMF). The Forum's main strengths are the ability to produce a co-ordinated food-sampling programme for the whole of Wales, which allows standardisation of protocols, pooling of data and the sharing of information.

Targeted sampling surveys to be undertaken in **2026-27** include dairy milk, cream and products containing fresh dairy milk and cream. A further targeted survey will be determined in the Autumn. This targeted survey will run concurrently with the shopping basket survey.

The number and type of samples collected for analysis varies year on year. This is partly due to the availability of human resource to collect the samples and deliver them to the laboratories and also on unpredictable events such as outbreaks of food poisoning. Samples are normally collected on a routine basis once a fortnight.

Samples that give rise to poor results will also have to be followed up in accordance with the services policies and procedures; this will typically involve an investigation as to how the failure occurred. Since the producer or manufacturer of the food will often be located outside of the Borough, this will necessitate liaison with other Local Authorities.

Samples requiring chemical analysis or identification of foreign matter, are usually associated with complaints and are submitted to the Public Analyst appointed by the Local Authority and are paid for on an individual basis.

Bids for additional funding to carry out local or collaborative sampling projects will also be made when monies are available.

The local authority is required to produce a sampling plan contained in **Appendix 3** which must be drawn up in consultation with Public Health Wales. The sampling programme is based on a risk-based approach and only samples with public health significance will be taken. The planned programme of sampling will include: -

- Welsh Food Microbiological Forum (WFMF) shopping basket survey, which is an ongoing routine surveillance programme, but is suspended, when specific targeted WFMF surveys are taking place.
- Participation in proactive structured sampling programmes coordinated through WFMF, FSA, Health Protection Agency surveys and Local Government Regulation.

- Samples taken during a food poisoning investigation.
- Samples taken in response to local need which will include food and environmental samples taken during inspections, following complaints.
- Samples taken based upon intelligence from the Food Standards Agencies (FSA) National Monitoring Plan sampling priorities

At the start of the year it is not possible to stipulate exactly how many samples will be taken from each of the above categories.

Other non-food samples that may be taken include:

- Drinking water samples as a result of a complaint or as part of an inspection.
- Private water supplies
- Swimming pool waters for verification purposes
- Recreational waters
- Environmental samples e.g. swabs of equipment, surfaces etc. taken as part of an investigation.

The timing and number of samples is approximate and may vary from the plan. Additional surveys and sampling according to local need will be undertaken throughout the year.

The Local Authority recognises that sampling makes an important contribution to the protection of Public Health and the Food Law enforcement function.

The Local Authority's Food Service will therefore continue its policy of taking food samples in the following situations: -

- To participate in National, Regional and locally co-ordinated surveys/programmes.
- From local food producers.
- Home/originating Authority samples
- In response to complaints
- In order to monitor processes
- As part of a special investigations/initiatives
- During inspections to validate the effectiveness of food safety management systems
- To assess durability of products

- For surveillance/screening processes
- Targeting premises which present the highest risk to consumers within the Borough i.e. premises rated 0-2

In order to carry out the above the food service will:-

- a) Comply with the requirements of the Statutory Food Law Code of Practice (Wales).
- b) Have regard to guidance issued by Food Standards Agency and industry guides.
- c) Have regard to the Food Standards Agency's UK National Monitoring Plan (NMP) sampling priorities table for the import of products of animal origin (POAO) and foods not of animal origin (FNAO).
The objective of the NMP is to help ensure that food imported into the UK complies with relevant legislation, and to detect residues, pathogenic organisms, or other substances hazardous to humans, animals, or the environment.
- d) Resources permitting take part in regional and national sampling initiatives put forward by the Food Standards Agency, Welsh Food Microbiological Forum, Food Standards and Agriculture Group, Trading Standards Wales (TSW), Glamorgan Trading Standards Food Group, Public Health Wales and the Food Safety Task Groups.
- e) When microbiological examination is required submit samples to Public Health Wales based in Llandough Hospital, Penarth who provide the services of a formal food examiner.
- f) When samples require analysis for extraneous matter, chemical contamination, composition etc. samples are to the Public Analyst appointed by the Local Authority or other appropriate laboratory.
- g) Produce a sampling programme for both food hygiene and food standards. The food hygiene programme is a "live document" and is updated on a monthly basis in consultation with Public Health Wales.
- h) Respond to referrals of unsatisfactory results generated by the Food Standards Agency's Surveillance Sampling programme

3.5.1 Food Hygiene Samples

During **2025-26**, **88** samples were obtained for microbiological analysis. This figure fell below the estimated target of **150** samples due to long term staff sickness issues which impacted upon available resource.

It is estimated that approximately **150** microbiological samples will be taken during **2026-27**, resources permitting.

Samples taken in connection with complaints, alleged outbreaks of food poisoning etc. may be submitted at any time.

Proprietors will always be advised when samples produce a borderline or unsatisfactory result in line with the services food sampling policy and procedure. Action will then be taken to identify the reason for the borderline / unsatisfactory result and follow up samples will be taken as necessary.

3.5.2 Food Standards Samples

Food Standards sampling (both initiative & targeted) is undertaken to ensure food meets safety requirements, specific legislative criteria as set by food standards legislation and is labelled correctly and described correctly.

As part of the Councils efficiency programme there was no specific budget allocated for food standards sampling work when the service was transferred from Trading Standards to Environmental Health. The Food Standards Agency audited the food service in January 2024, and the subsequent report identified that the Authority **must** provide a sampling budget for food standards work as this is a statutory function. This requirement was highlighted as an 'area of improvement' in the 2024-25 Food service plan. As a result, the service has secured an extra annual budget of £5000 for food standards sampling in 2025-26 as reflected in Section 4.1.

In **2026/2027** the service is again looking to participate in the Glamorgan Trading Standards Food Group's sampling project work, resources permitting.

The Glamorgan Trading Standards Groups sampling programme for the **2025/26** financial year has not been agreed at the time of writing this service plan. Any proposals for the sampling plan will be based upon local and national intelligence priorities but may be subject to change. As the sampling plan has not been agreed, the service will continue to focus on an allergen-based sampling project in Q1.

	Sampling Surveys Food Standards	No. of samples
Quarter 1	Presence of undeclared allergens (egg) in breakfast rolls	10
Quarter 2	Not yet determined	10
Quarter 3	Not yet determined	10
Quarter 4	Not yet determined	10
Total		40

It is estimated that approximately **40** samples will be obtained as part of the Glamorgan group surveys and an additional **10** samples determined by local and national intelligence led data/ complaints etc, totalling **50** samples in **2026-27**. Food standards samples will be collected in blocks as part of the targeted programme. Complaint samples or samples taken following inspections may be submitted at any time, and it is difficult to predict the numbers of the latter that will be received.

Proprietors will always be advised when samples produce an unsatisfactory result in line with the services food sampling policy and procedure. Action will then be taken to identify the reason for the unsatisfactory result and follow up samples will be taken as necessary.

The authority has appointed the following for the purposes of food analysis:

Food Analyst- The County Borough has appointed Mr Alistair Low of Alastair Low, B.Sc.(Hons), M.Sc., M.Chem.A., C.Chem Minton, Treharne & Davies (MTD) , Long Wood Drive, Forest Farm Industrial Estate, Coryton, Cardiff, Wales CF14 7HY to act as Public Analyst to the Authority, as required by Section 27 of the Food Safety Act 1990. There is a charge to the Local Authority for the use of this service.

Food Examiner- The Authority also has an agreement with the Public Health Wales who provide a microbiological analysis and an advice service, which is based at the Microbiology Department, Llandough Hospital, Penlan Road, Penarth, Vale of Glamorgan. The service is subject to a formal Service Level Agreement (SLA) that determines the funding allocated to the LA and the types of samples that can be submitted as a part of that allocation.

Campden BRI- The Local Authority is a member of Campden BRI based in Chipping Campden, Gloucestershire who provides advice on various specialist food matters, as necessary. Analytical services are also available and there is a charge for each sample submitted.

The Estimated Resources required to undertake Food Hygiene and food Standards sampling is 0.3 F.T.E

3.6 Food Safety Incidents

The Food Standards Agency (FSA) Incidents Branch deals with environmental contamination incidents with the potential to affect the food chain.

All food officers have access to the internet and e-mail facilities. The FSA has contact details for officers to allow for direct communication of alerts via their FSA Link platform and they also hold contact details of the Lead Officers for Food safety / Standards.

The service responds to all Food Alerts for Action (FAFA's) in accordance with the advice and guidance issued by the FSA and the Food Law Codes of Practice.

The level of action required is determined by the Category assigned to the alert and its relevance to premises, and the food offered for sale within the County Borough.

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. The latest product withdrawals and recalls are listed on the Food Standards Agency website and are regularly posted on their social media websites.

Our service is making increasing use of the Council's social media platforms to share the Food Standards Agency's posts relating to Product Withdrawal and Product Recall Information Notices/ Allergy alerts.

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 work dependent upon the scale / severity of the incident.

In the period **2025/26**, the service responded to **3** Food alert for actions from the Food Standards Agency Wales Incident team to ensure affected products had been removed from sale within the County Borough.

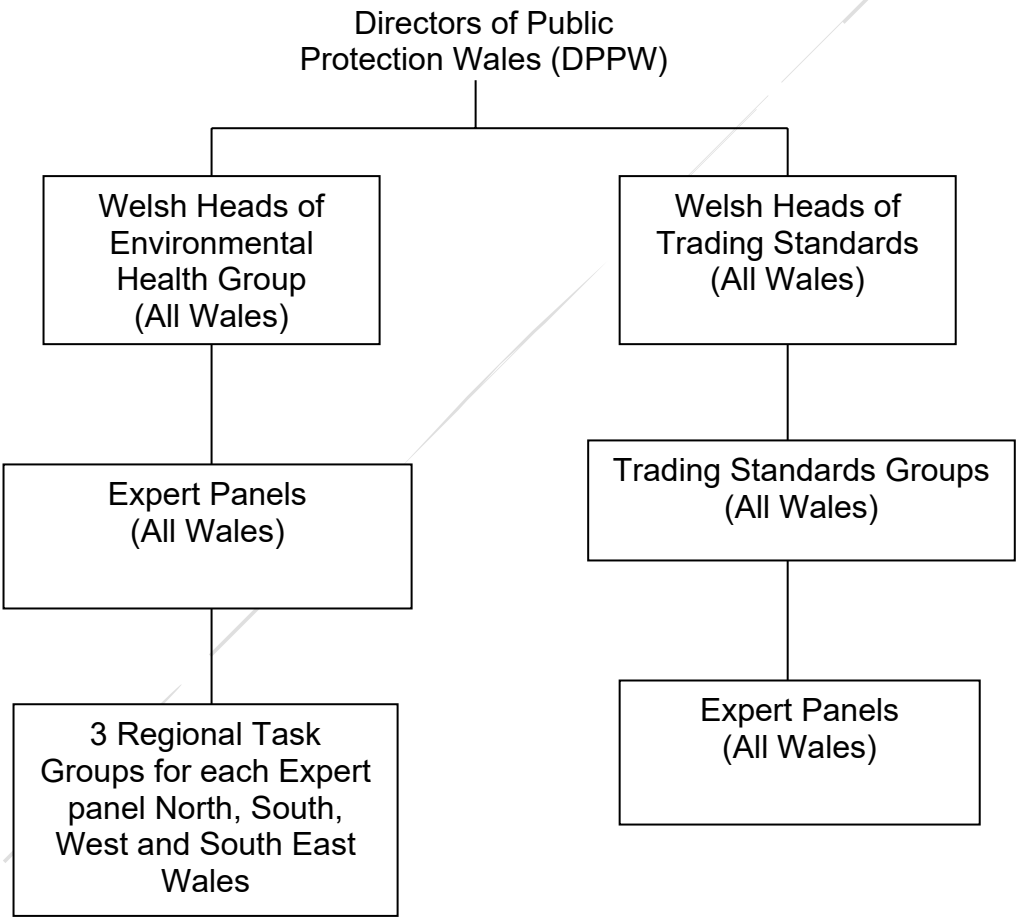
The number of incidents requests for action is unpredictable as it is governed by external factors beyond the services control. It is estimated upon historical data that approximately **2- 4** requests for action are received each year.

The Estimated Resources required to deliver this service is 0.10 F.T.E

3.7 Liaison with Other Organisations

The Environmental Health Food Service endeavours to ensure that its actions are consistent with those of neighbouring Local Authorities.

Liaison between the Local Authorities is facilitated through a number of groups and panels:



Regionally and nationally liaison takes place as follows: -

Membership of Group	Frequency of Meetings /year (Approx)
SE Wales Food Safety task group	6
SE Wales Infectious Disease task group	4
Glamorgan Food Group(standards)	4
Trading Standards Wales	4
All Wales Food Safety Expert Panel and consultative group	4 and when required
All Wales Communicable Disease Expert Panel	4
Welsh Food Microbiological Forum	2
Wales National Food Hygiene rating scheme steering group	2
Environmental Health Wales	5

Merthyr Tydfil County Borough Council is represented on all of the above Groups / panels, with the exception of the National Exports Working Group which is typically attended by the Chair or secretary of the Food safety Expert Panel. The Environmental Health Manager is currently the Chair of Environmental Health Wales.

Close liaison is also maintained with the following bodies: -

- Food Standards Agency;
- Public Health Wales;
- Communicable Disease Surveillance Centre;
- Chartered Institute of Environmental Health, The Royal Society of Health, and the Royal Institute of Public Health & Hygiene;
- Liaison with other Council Services, such as Planning, Building Control, Education, School Meals Service, Social Services, Regeneration, Procurement;
- Welsh Government;
- Welsh Food Microbiological Forum.
- H M Revenue and Customs.
- Home Office.
- Liaison with and commitment to Better Regulation.
- Food Standards and Agriculture Group.
- National Food Crime Unit.

The Estimated Resources required to deliver this function is 0.10 F.T.E

3.8 Food Safety and Standards Promotion

The Service will participate in promotional activities whenever these are appropriate to local needs and priorities, and where resources permit, but not at the expense of the other food and feed safety and standards activities such as inspections, complaint investigations, etc. Consequently, it is difficult to estimate the resource implication for promotional activities.

The Public Health Team is committed to promoting a positive food safety culture through a variety of channels, some of which are externally funded and are not always available.

- Provision of advice and information to businesses and members of the public through inspections, complaints and notifications.
- Provision of Food Hygiene training courses in various languages.
- Provision of training courses in other languages based on local need.
- Leaflets in different languages covering food issues.
- Participation in national events such as Food Safety Week.
- Promotion of Food Hygiene Rating Scheme.
- Guidance to assist businesses in particular sectors such as childminders, and mobile traders.
- Advice through Merthyr Tydfil County Borough Council's website and social media including links to other sources of information.
- Targeted education, advice and seminars in various languages.
- Newspaper Publications such as the Contact magazine which is distributed to every household in the Borough;
- Working with other colleagues responsible for Regeneration and the town centre to promote and improve food safety in local businesses and at events.
- Bespoke coaching and advice to individual businesses upon request.

In **2026-27**, the service will continue to support and promote the Food Standards Agency's (FSA) food hygiene awareness campaigns throughout the financial year and share on-line resources made available by the Food Standards Agency in relation to free online allergen training, promotion of Safer Food Better Business packs and their 'Here to help' food business advisory/guidance hub. References to the FSA's new business guidance hub are included within routine correspondence sent to businesses to maximise the use of limited resources and ensure a wider audience base is reached.



The Council remains committed to continuing to promote Welsh Government's flagship mandatory Food Hygiene Rating Scheme in Wales which has been in successful operation since 2013. Throughout the year the service will also seek to promote through social media the

importance of the public checking the food hygiene rating of a business when eating out particularly around national celebratory dates.



The service regularly shares the Food Standards Agency's social media posts on our various social media platforms, drawing attention to product recalls / Allergen alerts/ food safety and standards campaigns.

59 Posts/stories Across English and Welsh Facebook - **Total views: 43,374**

18 posts Instagram English and Welsh - Total Views – data unavailable

Historically there has been no specific mechanism in place to evaluate the effectiveness of any food safety / standards promotional work that has been undertaken. To address this, it is intended to amend the Customer satisfaction questionnaire that is issued to food business operators following an inspection, to determine whether information via social media posts and information links within the informal notices is reaching the targeted audience.

3.9 Control and Investigation of Outbreaks and Food Related Infectious Disease

The Communicable Disease Outbreak Plan for Wales lays out the approach to managing all communicable disease outbreaks with public health implications across Wales. The Plan is overseen by the Welsh Government and prescribes the way outbreaks are identified, managed and controlled.

Consultants in Communicable Disease (CCDC) have been appointed by the Local Authority as the proper officer for the purposes of the Public Health (Control of Diseases) Act 1984 as amended by the Health and Social Care Act 2008. Environmental Health Officers have also been appointed as proper officers for the purpose of power of entry.

It is the policy of the Public Health Team to investigate all reported cases of confirmed and suspected food and water borne illness including food poisoning.

Reports of illness may originate from a number of sources: -

- Public Health Wales (PHW) laboratories
- Medical Practitioners

- Patients
- Employers
- Other Local Authorities

All cases are investigated wherever possible by direct contact with the case via telephone and/or visit as appropriate. The purpose of this is to: -

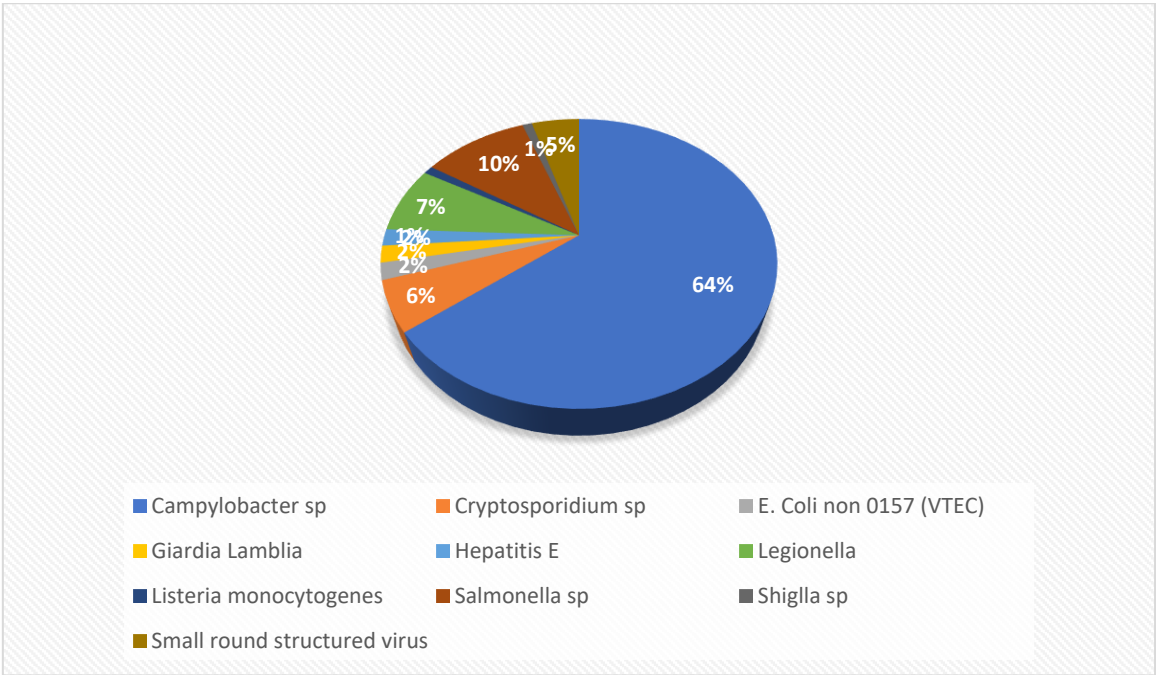
- Determine the cause;
- Prevent the spread of infection;
- Provide infection control advice to households;
- To trace carriers and cases;
- Detect outbreaks/clusters of disease;
- Assist surveillance systems;
- Determine whether criminal offences have been committed.

The nature of communicable disease control means that the Public Health Team has a number of partners with whom it works to deliver communicable disease function:-

- Public Health Wales who provide specialist services to the Local Authority.
- PHW Consultant in Microbiology – all faeces, food and environmental samples obtained in connection with a food poisoning investigation are submitted to the Microbiology Department based at Llandough Hospital, Cardiff.
- Regional Epidemiologist – The Communicable Disease Surveillance Centre (CDSC) is part of the PHW and has a specific responsibility for co-ordinating the national response to communicable disease.
- CDSC provides advice and information to Local Authorities through the regional Epidemiologist when dealing with problematical communicable diseases, in outbreaks where more than one Local Authority is involved, or when there are national/international implications.
- The Local Authority is represented on the South East Wales Communicable Disease Task Group, the South East Wales Communicable Disease Liaison Group and the All Wales Communicable Disease Expert panel group.

During **2025/26 102** confirmed cases of communicable disease were investigated because of notifications via the Public Health Wales TARIAN system. The pie chart below shows the percentage distribution of diseases investigated by organism.

Chart Showing Types of Communicable Diseases Notifications Received During 2025/26
(Non COVID-19)



In addition, the team investigated **5** small round structured virus (norovirus) type incidents in settings which included schools, private nurseries and care homes.

It is difficult to predict the number of communicable disease notifications that will be received in any given year and hence the resource that will be required to undertake appropriate investigations. Based on last year's figures, which increased on the previous year, we estimate that approximately **110** notifications will be received, assuming that we do not have any local outbreaks.

The Local Authority undertakes to provide sufficient resources to investigating and controlling outbreaks of communicable disease by sacrificing routine work and if necessary by utilising reciprocal arrangements with neighbouring Local Authorities.

The Estimated Resources required to deliver this function is 0.7 F.T.E

4. Resources

4.1 Financial Allocation 2026/27

The graph below shows the budgetary growth for the period 2022 – 2027

	Budget 2022/23 £	Budget 2023/24 £	Budget 2024/25 £	Budget 2025/26 £	Budget 2026/27 £
<u>Expenditure</u>					
-					
<u>Employee Costs</u>					
Salaries	241,301	252,305	276,143	287,103	302,641
Staff Training	380	3,000	3,000	3,000	3,000
<u>Transport Related Expenditure</u>					
Car Allowances	2,270	2,270	1,270	1,270	1,270
<u>Supplies & Services</u>					
Equipment Tools & Materials	1,030	1,030	1,030	1,030	1,030
Printing, Stationery & Advertising	130	130	130	130	130
Insurance					
Postage and Telephones	800	800	800	800	800
Notification Fees - General					
Professional Fees	590	590	590	590	590
Analysis Fees	2,250	2,250	2,250	2,250	2,250
Protective Clothing & Uniforms				650	650
Holiday Cover Balance to be relinquished					
Budget Reduction Efficiencies					
Food Sampling Budget				5,000	5,000
Gross Expenditure	248,751	263,025	285,213	301,823	317,361
<u>Income</u>					
Re-rating Income	3,000	3,300	4,300	4,300	4,300
Court Costs	2,200	2,200	2,200	2,200	2,200
Gross Income	5,200	5,500	6,500	6,500	6,500
Net Expenditure	243,551	257,525	279,363	295,323	310,861

There is no specific allocated budget for legal fees should the need arise financial support will be found from within the Public Protection budget.

4.2 Staffing Allocation

The Public Health Team comprises the following officers:

<u>Position</u>	<u>Function</u>	<u>EHRB Registration</u>	<u>Food Safety Experience</u>	<u>Food Standards Experience</u>
Principal Environmental Health Officer Manager (lead officer for food safety)	Environmental Health includes Food Safety & standards, Communicable Disease, Health and Safety, special procedures	1996	25 years	12 years
Environmental Health Officer (lead officer for communicable disease) Part Time post – 29.6 hours	Food Safety, Food Standards, Communicable Disease, Health and Safety, special procedures	2002	23 years	12 years
Environmental Health Officer (lead officer for food standards and food fraud)	Food Safety, Food Standards, Communicable Disease, Health and Safety, special procedures	1996	21 years	12 years
Environmental Health Officer (lead officer for health and safety)	Food Safety, Food Standards, Communicable Disease, Health and Safety, petroleum licencing. Special procedures	2015	11 years	11 years
Environmental Health Officer	Food Safety, Food Standards, Communicable	2012	3.5 years	3.5 years

	Disease, Health and Safety, special procedures			
Environmental Health Officer Full time	Food Safety, Food Standards, Communicable Disease, Health and Safety, special procedures	2014	2	2

It is difficult to estimate the number of full time equivalent (FTE) officers employed compared to the number that are necessary to perform a particular function, as the team is multi-disciplinary and resources are continuously being vied between functions to respond to demand for front line service delivery.

The estimated resources to provide the service outlined in Chapter 3 of the plan requires the following numbers of operational staff.

Service Activity	Estimated Resources FTE
Food Safety & Standards Interventions	3.8
Food Safety & Standards Complaints	0.2
Food Safety & Standards Business Advice	0.2
Food Safety & Standards Sampling	0.4
Control of Communicable Disease	0.7
Food Safety/Standards Incidents	0.1
Liaison and Promotion	0.1
Total	5.5
Total Public Health Team Current Staff Resource	
Food Safety & Standards Interventions	3.4
Food Safety & Standards Complaints	0.2
Food Safety & Standards Business Advice	0.2
Food Safety & Standards Sampling	0.3
Control of Communicable Disease	0.7
Food Safety/Standards Incidents	0.1
Liaison and Promotion	0.1
Total	5.0

Food Service	Actual number of FTE for 26/27	Estimated Required FTE for 2026/27	Variance
	5.0	5.5	0.5

There is no dedicated business support for the service, but it has access to the business support officer within corporate services. Officers are increasingly undertaking additional administrative work.

Use of Contractors

Where a shortfall in capacity is identified, the Council has in the past and potentially would in the future appoint suitably qualified and competent contractors to assist in carrying out interventions in food establishments.

Contractors will need to satisfy the competency requirements outlined within the Competency framework of the Food Law Code of Practice (Wales), be validated and authorised by the Local Authority.

Contractors are currently charging £70/80 per hour for inspectors. The option of paying overtime to existing competent officers has been deemed a more suitable cost-effective approach, whilst also maintaining a high level of quality assurance in the standard of interventions undertaken. It is therefore this option that the service will again seek to use in this financial year to address the identified shortfall in resource.

4.3 Staff Development Plan

Merthyr Tydfil County Borough Council attaches significant importance to the development and training of its staff to meet the needs of its customers.

All staff engaged in Food Safety work are qualified Environmental Health Officers. In determining the level of competency of officer, regard is had to the competency standard requirements stipulated within the Food Law Code of Practice (Wales), service authorisation and training procedures.

At service level the Local Authority endeavours to provide support for all employees to fulfil their identified training needs. Annual training plan are in place to develop the needs of this officer in line with the framework established by the Food Standards Agency.

The Principal Environmental Health Officer undertakes an annual review every January of individual training needs and develops a bespoke training plan, in addition to the corporately required Focus on Performance Annual Appraisals and regular one to ones. Officers are only authorised to act on behalf of the Local Authority in accordance with their established level of training and competency. Any identified training need is addressed during the year by way of internal and external training courses.

Food officers have access to up-to-date reference material, through:

- The FSA's Communications database (FSA LINK)
- Online courses delivered through the Food Standards Agency

- TSSW on line training courses
- Online training accounts for ABC Online Food Law training
- Peer to peer discussion on Knowledge Hub
- Dedicated shared team folders and access to the internet
- Access to National / International Food Safety news e-mails
- RIAMS

Development opportunities arise throughout the year and officers are encouraged to attend training appropriate to their role. Examples include:

- FSA funded training
- Training offered by professional bodies e.g., CIEH, CTSI
- National consistency training exercises provided by the FSA

Continuing professional development is actively encouraged, monitored and recorded to ensure that every officer attains the minimum number of points required by the statutory Food Law Code of Practice and if applicable for membership of the Chartered Institute of Environmental Health. Officers carrying out official food controls and other official activities must undertake a minimum of 20 hours CPD each year and 30 hours to maintain Chartered Membership status. The Code requires that at least 20 hours CPD must be spent on subject matters set out in Chapter 1 of Annex II of Assimilated Regulation (EU) 2017/625.

Regular team meetings take place to afford officers the opportunity to discuss inspection and enforcement issues, promote consistency of enforcement and to enable them to be kept up to date on food safety enforcement issues. All officers also participate in National Consistency exercises organised by the Food Standards Agency.

Several years ago, the Food Standards function was transferred to the service from Trading Standards. Additional training needs have been identified to further develop officers in this area of work.

5. Quality Assessment

There are, at present, no formally recognised quality management systems in place. However, the service recognises the need to measure effectiveness 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.

5.1 Documented Procedures

To ensure the quality and consistency of our activities the Environmental Health Department periodically reviews all policies and procedures relating to food safety/standards. These are contained in the Quality Manual which is read only and available to all staff electronically.

5.2 Assessment and Audits

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

- Internal audit of documented procedures by the Principal EHO
- Audits undertaken by the Food Standards Agency and Regional Internal Audit Service
- Customer consultation and feedback.
- Review of corporate complaints and compliments about the service.

In addition, the following actions are implemented:

- The Principal Environmental Health and Lead Food Safety Officer or other nominated senior officer reviews a selection of correspondence.
- The Principal Environmental Health and Lead Food Safety Officer or other nominated senior officer conducts a minimum of 1 peer audit with each officer per financial year.
- The Principal Environmental Health and Lead Food Safety Officer or other nominated senior officer audits a selection of inspections, complaints, and investigations on a risk based approach.
- Team meetings are held at regular intervals and action notes kept.
- Consistency exercises are undertaken both internally as well as participation in National Consistency Training exercises

5.3 Customer Consultation and Feedback

We are committed to involving customers in the continuous improvement of services and recognise the need to have structured methods of obtaining service users views and perception of the service. These include: -

- A customer satisfaction questionnaire is sent to all food businesses operators following an inspection. This can be returned using the pre-paid envelope or completed online. The questionnaires are regularly analysed and results disseminated to staff with a view to driving service improvements.
- Corporate complaints and compliments.

6. Review

6.1 Review against the 2025-26 service plan

Programmed interventions in Category A (Hygiene)

Full inspections of 100% of all businesses scheduled for inspection were undertaken.

Programmed interventions in Category B (Hygiene)

Full inspections of 100% of all businesses scheduled for inspection were undertaken.

Programmed interventions in Category C (Hygiene)

Full inspections of 100% of all businesses scheduled for inspection were undertaken.

Programmed interventions in D rated premises (Hygiene)

Full inspections of 100% of all businesses scheduled for inspection were undertaken.

Programmed Interventions in E Rated premises (Hygiene)

Full inspections of 100 % of Category E (due) premises were undertaken to ensure that they were issued with a new valid food hygiene rating to maintain the integrity of the Welsh Government Food Hygiene Rating scheme.

The service has no overdue inspections in any risk category and is fully aligned with the Food Law Code of Practice requirements..

In **2025/26**, the Council delivered the following number of food hygiene interventions which include on-site inspections/ revisits/ sampling visits etc:

5 at A rated businesses
41 at B rated businesses
197 at C rated businesses
40 at D rated businesses
37 at E rated businesses
64 at Unrated new food businesses

Food Hygiene sampling

88 microbiological samples taken during **2025/26** and submitted to the Public Health Wales laboratory for analysis.

7 borderline and **3** unsatisfactory results were followed up with investigations.

The service participates in the All Wales Food microbiological forum (WFMF) targeted sampling surveys. The most recent survey focused on the microbiological quality of ready to eat fresh fruit and vegetables which do not require any cooking before eating.



It is suspected that these products are often eaten by the general population without any washing or further preparation, and that they could be a source of contamination with pathogens such as E.Coli O157, Salmonella etc. Contamination occurs via contaminated water, manure, or poor hygiene during farming or handling. Key preventative measures include washing produce under running water and drying before consumption.

51 samples were obtained for a range of fruit and vegetables from retailers within the County Borough and sent to the Public Health Wales laboratory for analysis. All **51** samples were found to be of satisfactory microbiological quality.

All 22 Authorities in Wales participated in the national survey and the findings will be published by the Public Health Wales food laboratory service in due course

Sampling activity highlights the importance of the 'behind the scenes' preventative work that the section undertakes to identify issues at an early stage before they have more significant public health outcomes.

Food Standards

In **2025/26**, the Council delivered the following number of food standards interventions which include on-site inspections/ revisits/ sampling visits etc:

Programmed Interventions in Category A (Standards)

The service does not have any Category A premises.

Programmed Interventions in Category B (Standards)

100% interventions were undertaken at Category B rated premises.

Programmed Interventions in Category C (Standards)

100% interventions were undertaken at Category C rated premises

The service has no overdue inspections in any risk category and is fully aligned with the Food Law Code of Practice requirements..

Food Standards Sampling Project Based Activity

In **2025/2026** the service secured external funding from the Food Standards Agency to participate in the Glamorgan Trading Standards Food Group Sampling Plan Programme.



In Q1, the service participated in the Glamorgan Food Standards Group's sampling programme which aimed to assess the presence of heavy metals in specific vegetables including tomatoes and peppers. This survey was driven by national intelligence from the Food Standards Agency which identified this area of work as a national sampling priority.

10 unannounced samples were obtained from local retail premises including market stalls and submitted to the Local Authority's appointed Public Analyst. All **10** samples were found to be compliant with legislative requirements, providing a high degree of consumer confidence for residents of the County Borough in relation to the quality of fresh products that they purchase locally.

Meat compositional requirements

In Q3, the service participated in the Glamorgan Food Standards Groups sampling programme which aimed to assess whether meat products such as sausages, faggots meet the legal definition in terms of compositional requirements, which means they must contain a prescribed minimum amount of meat by law.



With rising costs, this is an ideal time for businesses to cut costs by reducing meat content and substituting products with cheaper ingredients to 'bulk' out the product.

As the Food Standards Agency Wales were targeting their sampling at national retailers, our survey focused on local butcher premises which sadly have demised in numbers over the years. 3 pork sausage samples were obtained from local butchers and submitted to the Local Authority's appointed Public Analyst.

Butchers Premises	Minimum legally required meat content (pork)	Actual meat content (pork)
A+A Cunninghams	42%	60-68%
Millwards	42%	90%
Penrhiw Farm	42%	92%

All of the samples were found to be compliant with legislative requirements and significantly exceeded the minimum legal requirement, providing a high degree of consumer confidence for residents of the County Borough in relation to the quality of locally produced products and the importance of supporting the local economy.

GLYCEROL IN SLUSH DRINKS SAMPLING

These slush ice drinks or 'slushies' contain glycerol

- Children under 7 should not consume these drinks
- Children under 10 should have a maximum of one 350ml 'slushie' per day – that's about the size of a fizzy drink can.

Glycerol can cause sickness and headaches in young children



Image: Adobe Stock

More information on glycerol:

- Visit [food.gov.uk/glycerol](https://www.food.gov.uk/glycerol)
- Scan this QR code:



The FSA have advised that children under 7 should not consume slush drinks and those under 10 should have no more than one 350 ml drink per day, Premises have been requested to support this advice by not offering free-refills and displaying the FSA warning signage.

To support this campaign, Environmental health officers wrote to premises within the County Borough to raise awareness and request signage to be displayed. Several visits were made in Q3 to retail and child's play premises to verify that this advice was being implemented, FSA signage was being displayed and that free refills were not being offered.

Where non-compliance was noted, officers re-educated food business operators and issued the appropriate signage ensuring that it was displayed at the time of the visit. 6 slush drinks were purchased and sent to the Public analyst for sampling. All results were found to be satisfactory and businesses were notified in writing of the outcome.

Allergen sampling



In Quarter 4 as part of the Glamorgan Group sampling surveys, it was decided to expand upon the allergen sampling work that the service undertook in 2024.

As part of routine food inspections, Environmental Health officers in the team check that a business has a system in place for managing allergens. The sale of open food however relies on a businesses' food safety management system and the level of training that staff receive to ensure that they check whether products are safe for an allergen sufferer to consume. Sometimes the allergen is not always contained within the product but has been cross contaminated during handling/ preparation within the food business.

To validate and challenge test these allergen controls, the service conducted a mystery shopper sampling exercises at eight mobile food traders and restaurants/ café's that sold breakfast rolls within the County Borough. The rationale behind this survey was that businesses generally use the same griddle / equipment to cook all the products in a breakfast roll, so unless strict controls are in place there is a high risk of cross contamination of other products with egg (via the griddle or handling utensils).

An Officer posed as a customer and requested a breakfast roll without any egg and asked the food business operator whether it was safe for them to eat as they had an egg allergy. Once the product was served, the officer declared their status and advised the business that the sample

would be sent to our appointed Public Analyst to check whether traces of egg were present at sufficient levels to cause an allergic reaction.

Out of the eight businesses:

2 premises declined to provide the requested product, advising that they could not guarantee the breakfast rolls would be free from egg. This was considered appropriate and demonstrated an understanding of allergen risk management.

The remaining **6** premises confirmed that an egg-free breakfast roll could be safely prepared to accommodate the allergy.

Sample results

Analysis of the results showed that **4** of the premises successfully provided an egg-free breakfast roll with appropriate allergen controls in place.

2 samples failed and were found to contain traces of egg at levels which in the Public Analysts opinion were sufficient to give rise to an allergic reaction.

Immediate follow up action was taken in the form of visits to the two businesses to discuss the sample results and investigate the cause of the sample failures.

The borderline result was associated with a national restaurant chain. Discussions with management identified that staff had not adhered to company policies and procedures when handling a request relating to food allergies.

As a result of the visit, follow-up letters were issued to the premises, Primary Authority and the company's Head Office, outlining the findings of the assessment and highlighting the areas requiring improvement in relation to allergen control and staff compliance.

The final premises received an unsatisfactory result. A follow-up visit was carried out, during which the business based on a risk assessment concluded that they could not guarantee that products would be safe to serve to an allergen sufferer in future, so would have to refuse service. Based on these results, our service considers that there is both merit and in the interests of public health and protection to continue with this survey in 2026-27.

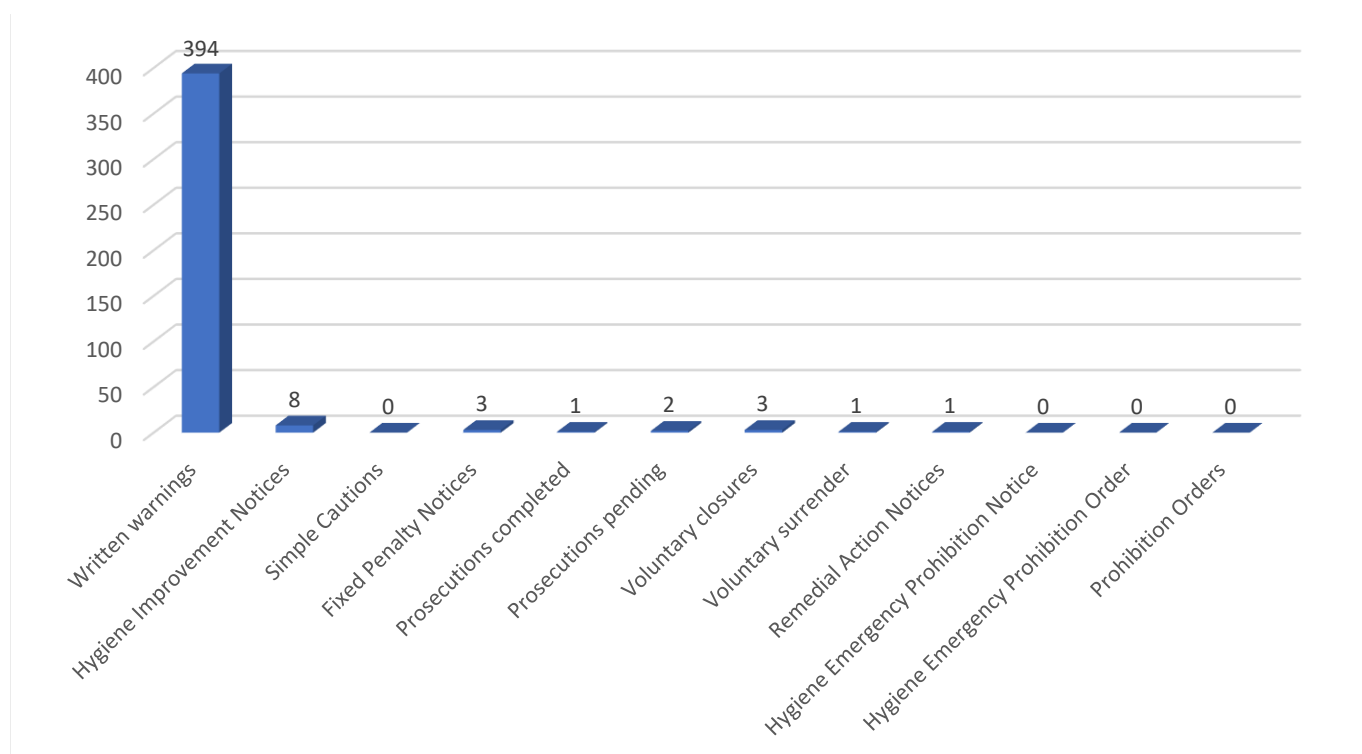
Much of our work within the public health section is often unseen and involves prevention. We regularly complement such work with sharing the Food Standards Agency's social media campaigns on Allergens, including posting allergen alerts on MTCBC's social media platforms. We consider this allergen survey and actions taken contributes to the Authorities key well-being objectives in safeguarding the vulnerable and creating a healthier Merthyr Tydfil.

A summary of the food standards sampling results for **2025/26** is contained within **Appendix 4**

Summary of Activities and Enforcement Action

The service collects a substantial amount of data each year which is used to analyse performance and improve service delivery and outcomes. The following chart summarises the enforcement actions taken during **2025/26**:

Number of Different Food Enforcement Actions Taken in 2025-26 – Food Hygiene



Food Hygiene Prosecutions

The service successfully completed **1** prosecution in **2025-26**.

Gurnos Kebab House fined £12,000 for poor food hygiene standards

The company Director of Gurnos Pizza Grill Ltd, Unal Cetin, pleaded guilty to nine food hygiene offences at Merthyr Tydfil Magistrates Court on 21st January 2026. The nine breaches under the Food Hygiene (Wales) Regulations 2006, included poor management to control cross contamination risks, which can lead to food poisoning.

Merthyr Tydfil County Borough Council's Environmental Health Officers conducted an unannounced food hygiene inspection of the business in January 2025, where poor standards of food hygiene were observed. Procedures to control cross contamination were inadequate, staff were not trained in food hygiene, and basic food safety management procedures were not being followed as required by law. This resulted in the business being issued a Food Hygiene Rating of 1. Officers returned to the business two weeks later, but standards had deteriorated with further

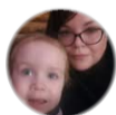
evidence of poor cross contamination control; one of the main causes of food poisoning in the UK.

It is essential that food businesses have robust procedures in place to protect the health of consumers. A total financial penalty of £12,000 was imposed by the Court given the seriousness of the offences.

www.walesonline.co.uk/news/wales-news/food-hygiene-standards-were-bad-33320097

Councillor Declan Sammon, Cabinet Member for Transformation, Governance & Social Partnership, said: "Food businesses have a clear legal duty to ensure the food they sell is safe. In this case, officers identified serious failures in basic food hygiene practices that posed a risk to public health. The substantial fine imposed by the Court reflects the seriousness of the offences and serves as a warning to all businesses that poor food hygiene standards will not be tolerated."

Councillor Sammon thanked the Environmental Health team for their hard work and passed on the comments below from Sharon Jeffries who tragically lost her son Mason in the 2005 South East Wales E.Coli O157 outbreak :



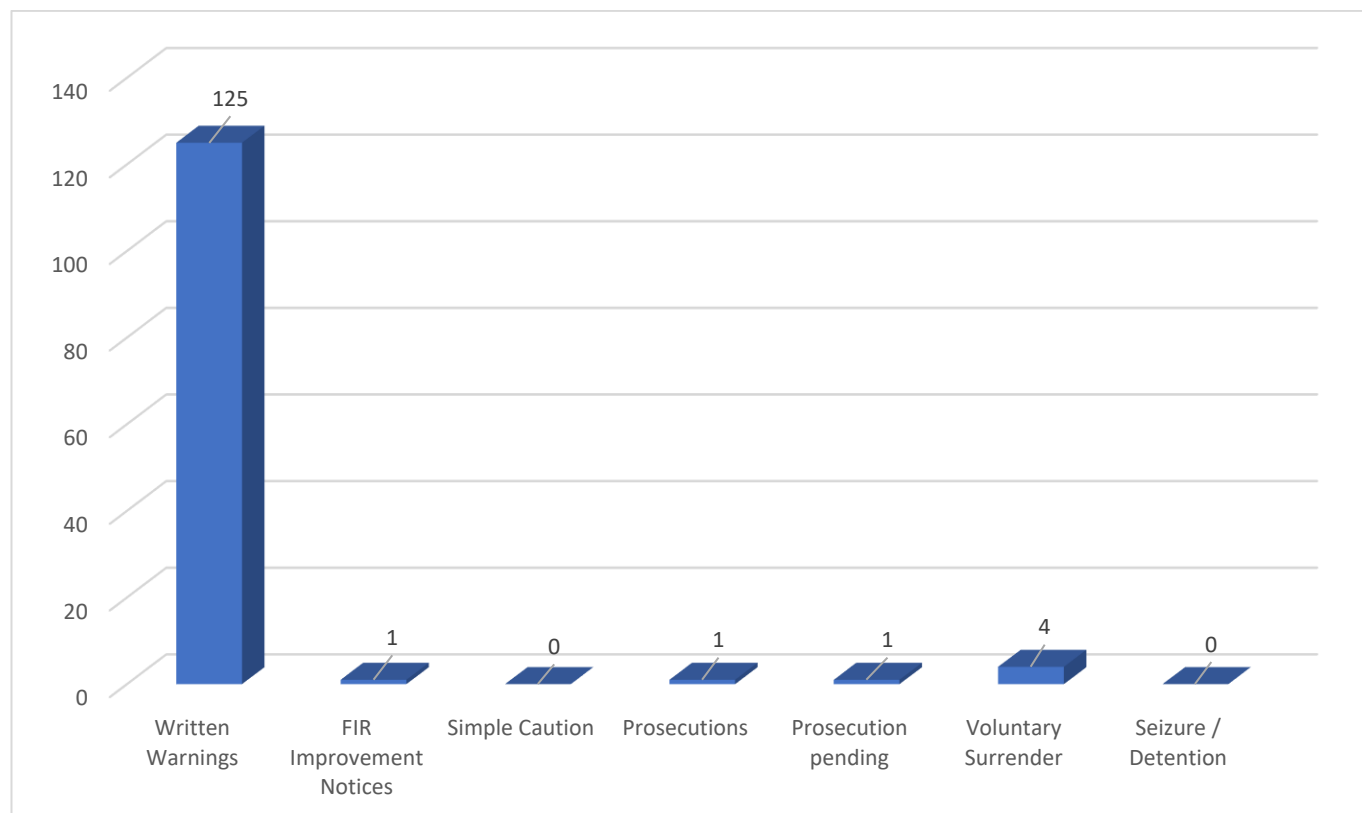
Sharon Jeffries · 2h

It's so encouraging to hear that EHO Officers are still on top of some places. Cut backs in Local Authorities concerned me that The Food Hygiene Ratings could not be policed as it should be, hopefully that isn't the case. Well done name and shame these people and hit them hard in the pocket

Reply



Number of Different Food Enforcement Actions Taken in 2025/26 - Food Standards



The service successfully completed **1** prosecution in **2025-26**.

Following a complaint received from Caerphilly County Borough Council regarding labelling issues with the supply of meat from a Merthyr based butcher to a business within their area, Environmental Health officers conducted an unannounced visit to Craigs Meat Shack at Unit 10, The Quad, Trago Mills, Swansea Road, Merthyr Tydfil.

Whilst investigating the complaint the Officers noted that there were numerous food products on display for sale in the display freezers which had exceeded their use by date. The Food Business Operator, Mr Craig Wall, was unable to provide documentation to evidence that the food was frozen before the use by date. As a result, over a hundred food products were voluntarily surrendered and taken from the premises by the Officers at the time of the visit. Food that is past its 'use by' date, as opposed to 'best before', is deemed unsafe in law and it is illegal for those items to be sold, anyone doing so is committing a criminal act.



On 3rd September 2025 at Merthyr Tydfil Magistrates' Court, Mr Craig Wall, the company director of Craigs Meat Shack Ltd pleaded guilty to seven offences in relation to the sale of unsafe food, contrary to Regulation 4 of The General Food Regulations 2004. The company was fined £3,500 and ordered to pay £854.85 costs and a victim surcharge of £1,400 making a sum total of £5754.85.

<https://www.merthyr.gov.uk/news-and-events/latest-news/local-butchers-fined-over-5-000-for-out-of-date-food-sales/>

Voluntary Surrender of 120 bars of Dubai Chocolate

'Dubai Chocolate' has soared in popularity through being actively promoted by social media influencers. The product retails at a high cost – over £10 a bar, making it a lucrative and attractive product for small retailers to sell due to high profit margins. However, the Foods Standards Agency issued a warning regarding the risks associated with imported 'Dubai Chocolate' in May 2025. See (<https://www.food.gov.uk/news-alerts/news/fsa-warns-people-with-allergies-over-some-imported-dubai-style-chocolate-products>).



These products are typically imported from outside the United Kingdom (UK)/European Union (EU), including Türkiye and the United Arab Emirates and may be in contravention of import requirements relating to pistachios/pistachio products or may not comply with food information requirements, meaning consumers could be at risk from:

- Missing, incorrect or misleading labelling
- Undeclared allergens or un-emphasised allergen information on labels
- Issues regarding authenticity of ingredients
- Unauthorised food additives.

Laboratory sample testing has also shown there have been instances of the presence of pathogenic bacteria such as Salmonella in these products.

With this background in mind, Environmental Health Officers received intelligence that The Card Post, a shop at 43 High Street, Merthyr Tydfil was selling imported 'Dubai Chocolate'. A visit was undertaken on 4th July 2025 where numerous confectionary products were found either mis-labelled or not intended for the UK market.

In total 120 bars of confectionery were voluntarily surrendered by representatives of the owner of the business. Of these, 61 were 'Dubai Chocolates' with labelling errors such as allergens being listed as 'COW' rather than 'MILK' or no ingredients being listed on the packaging. There were also a variety of well known branded confectionary items with ingredients listed in only Chinese, Russian or Portuguese intended for the Brazilian market.

As per the Council's graduated enforcement policy, a written warning has been given to the food business operator informing them that further breaches of Food Information Regulations may result in further enforcement action.

Following the voluntary surrender, the Food Standards Agency were formally notified of the incident so as to inform national intelligence sharing.

Food Hygiene Rating Scheme

Percentage number of Food Establishments Scoring 0-5 Rating 2022-2026	0	1	2	3	4	5
2025/2026	0.18%	1.44%	1.26%	13.69%	26.13%	57.30%
2024/2025	0.4%	3.6%	3.2%	13.3%	27.6%	51.9%
2023/2024	0.4%	3.4%	3.4%	14.1%	28.2%	50.5%
2022/2023	0.35%	10.25%	5.30%	18.73%	28.27%	37.10%

Review of areas of improvement from 2025-26 Service plan

- Completion of 3-year recovery plan for low-risk food hygiene and standards inspections

The service has successfully completed its recovery plan and is now fully compliant and aligned with the Food Law Code of Practice risk intervention frequency requirements for food hygiene and standards inspections. **There are currently no overdue inspections in all risk categories.**

- Develop a food service conflict of interest procedure

A Conflict-of-interest procedure has been developed as per the requirement of the Food Law Code of Practice. Declaration forms have been completed by all members of the team and these will be reviewed on an annual basis.

- Continue to focus on achieving and improving the target times outlined within this service plan for the inspection of new businesses, with the aim that high risk businesses will be prioritised and inspected within 28 days from the date of registration or opening

The operation of a desk top inherent risk rating system over the past few years has allowed the service to identify and prioritise high risk inspections to identify those businesses that will require inspection within 28 days of registration or date of trading. Quarterly reports on performance against this target are submitted to scrutiny committee, however 100 % targets were not attained due to staffing issues.

- Improve the reliability and accuracy of the information inputted into the Tascomi database, including checks by officers to ensure the accurate coding of service requests.

This work continues to be ongoing. The service is due to transition from PP Cymru to a stand-alone IDOX system in Q2 / Q3 of the 2026-27 financial year and it is hoped that a code directory will be developed with a more limited range of codes to improve the accuracy of data recording.

- Continue to respond to statutory consultations as necessary.

This is undertaken as and when required

- Continue trialling the use of mobile ICT equipment to improve the efficiency of food hygiene/ standards inspections

Tablets have been purchased, and trialling is ongoing however data protection and IT restrictions are continuing to impact progress

6.2 Identification of Variances

During **2025-26**:

- The 0.5 variance in the actual FTE resource and the resource required to deliver the plan remains unchanged as no additional resource has been awarded to the service
- the service aimed to take **150** microbiological samples however only **88** samples were obtained. This figure fell below the estimated target due to one member of staff being off on long term sickness leave which impacted upon available resource.
- The service aimed to undertake **70** food standards samples, however only **30** samples were procured due to the reasons outlined above
- No additional resource has been provided in Business support
- Unable to deliver the pro-active allergen immersive room training project due to resource being diverted into priority intervention work to complete the service recovery plan

- One of the identified areas of improvement in the **2025-26** service plan was to review and modernise the customer satisfaction survey. This has not been achieved as other identified areas of service improvement were classified as a higher priority.
- The frequency of internal monitoring audits was reduced in 2025-26 as the Principal Environmental Health Officer had to undertake operational duties due to cover long term staff absence and had sole responsibility for undertaking a review of petroleum licencing, ensuring inspections were up to date.

6.2.1 Measuring Performance

There are mechanisms in place to review performance and 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.

The Head of Public Protection (HOPP) is responsible for ensuring appropriate action to mitigate risks associated with any shortfalls in performance, is identified, implemented, and where necessary, escalated to the Corporate Management Team (CMT) and placed on the corporate risk register. The HOPP has implemented several mitigating actions to support recovery, which include:

- The continued offer of paid overtime to officers to undertake additional food hygiene interventions to make up the resource shortfall in the 2025-26 service plan

To ensure continuous improvement, it is essential that performance is regularly monitored. The following actions are taken:

- The Council has developed its Service Improvement Framework (SIF), a simplified and more outcome focused approach to performance management and self-assessment. It outlines the mechanisms in place to ensure accountability. The framework places self-evaluation at its heart and mechanisms have been established to facilitate this, namely line of inquiry meetings and challenge sessions.
- Cabinet approves this Service Plan which sets out the work programme for the service and reviews performance against the programme via the self-evaluation process.
- Each department is required to produce a Strategy on a Page (SOAP) that details their overall vision, priority areas, measurable and desirable outcomes. Food safety is included within the SOAP. Performance is monitored on a quarterly basis with reports submitted to the relevant scrutiny committee.
- Monthly one to one meetings are held between the Head of Public Protection and the Environmental Health Manager on how the service is performing day to day.

- Overall performance of the service and individual performance is monitored monthly when inspections are allocated.
- Performance is reviewed at team meetings.
- Performance of individuals is managed through staff meetings and one to ones.
- Bi-annual temperature check returns to the Food Standards Agency

Any significant shortfalls in the service will be reported to the Environmental Health Manager, Head of Public Protection and the relevant scrutiny committee, together with recommendations for appropriate remedial action.

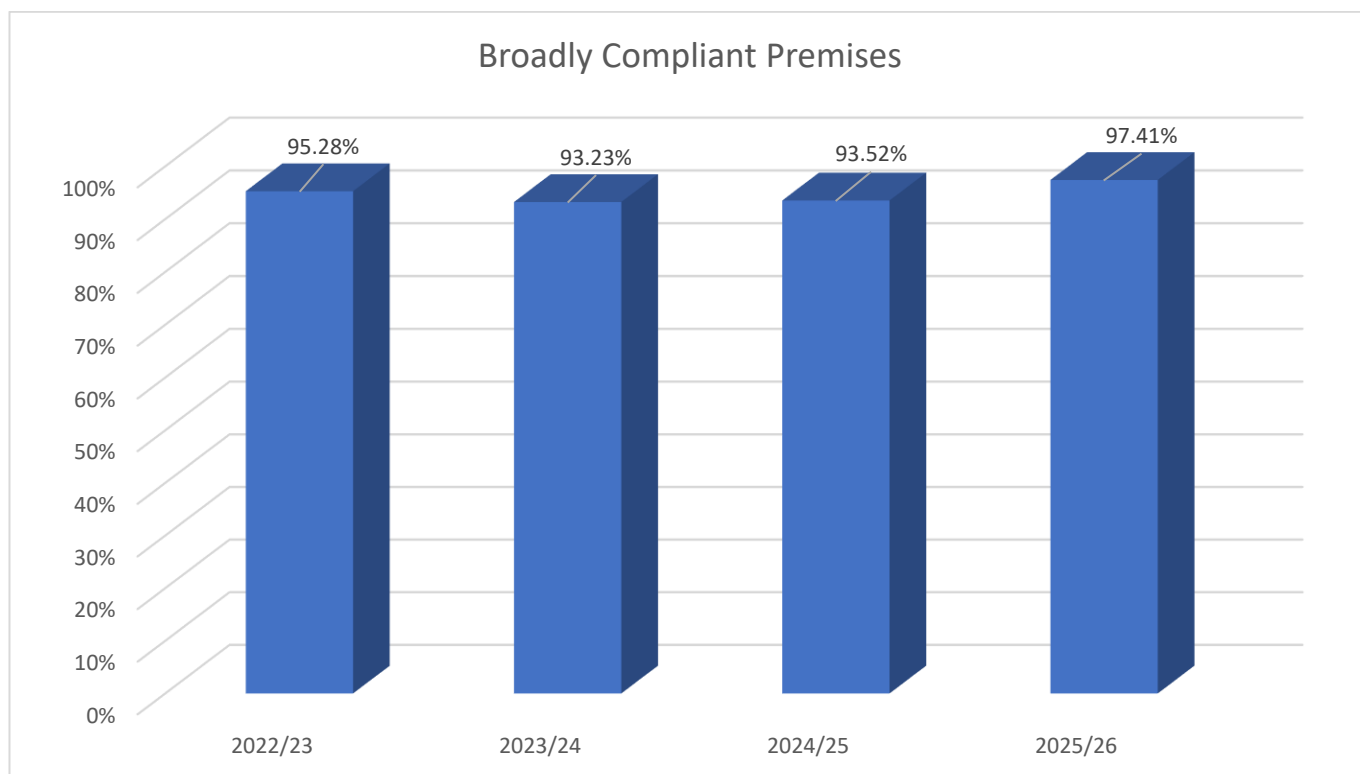
6.2.2 Food Hygiene

Benchmarking – Performance Indicators

The National Strategic Indicators (NSI) for Wales previously included a key performance indicator relevant to food safety. This included 'The percentage of food premises that are broadly compliant' (PAM23). Whilst this is no longer a specific NSI the Council still measures itself against this indicator as part of its internal performance monitoring arrangements.

On 1st April 2025, within Merthyr Tydfil an average of **97.41%** businesses were deemed to be broadly compliant, this represents a 4% increase on last year. The graph below depicts the percentage fluctuations over the past five financial years. The number of food businesses within the County Borough of Merthyr Tydfil is the smallest in Wales and small numbers of businesses which are not broadly compliant can affect the overall percentage disproportionately.

Graph Showing Percentage of Broadly compliant Premises 2022/23 – 25/26



There are significant limitations in terms of the influence that the Council can have in respect of performance against the broadly compliant indicator as it is a measure of the level of compliance a food business is assessed as having achieved at the time of undertaking the statutory intervention. The level of compliance with the relevant legislation is a matter within the food business operator's control rather than that of the Council. The Council as the regulator can attempt to influence the overall level of compliance using a range of enforcement approaches, including for example provision of advice, issuing of written warnings, service of legal notices, prosecution etc. Therefore, dependant on the level of non-compliance identified during the year the Council will adjust its approach accordingly.

Performance Indicators (PI's) Hygiene / Standards/ Communicable Disease

The following PIs have been internally identified for the food law enforcement service, with performance against these reported quarterly to the Scrutiny committee for a Sustainable Merthyr Tydfil via the Environmental Health Manager and Head of Public Protection:

- Percentage of food establishments which are 'broadly compliant' with food hygiene standards
- Percentage of due food hygiene/ standards inspections / interventions carried out at higher-risk food businesses (category A, B) in accordance with Food Law Code of Practice Requirements.

- Percentage of due 'category C risk' Food Hygiene/ standards Inspections/Interventions carried out in accordance with Food Law Code of Practice Requirements
- Percentage of due 'category D risk' Food Hygiene Inspections/Interventions carried out in accordance with Food Law Code of Practice Requirements.
- Percentage of due 'category E risk' Food Hygiene Inspections/Interventions carried out in accordance with Food Law Code of Practice Requirements.
- Percentage of **high-risk** new unrated businesses inspected within 28 days of registration or date commenced trading
- Percentage of food hygiene rating appeals determined within 21 days
- Percentage of service requests responded to within 3 working days

6.3 Areas of Improvement 2026/27

- For the second consecutive year, the service will continue to highlight to Corporate management team (CMT) and cabinet the identified resource deficit within this service plan. This resource deficit will further increase due to the inspection demands of the new Food Standards delivery model
- Continue to highlight to Corporate management team (CMT) and cabinet the need to increase resource in Business Administration support to ensure the effective implementation of the Services' policies / procedures and the accuracy of information held on the Tascomi database.
- Successfully transition from PP Cymru to the stand alone IDOX system, ensuring codes are fit for purpose and a directory of codes is developed to ensure consistency of the data inputted by officers which will inform the accuracy of FSA returns
- Continue to raise the importance of the provision of funding for a Student Environmental Health Officer / apprenticeship post to ensure continuity planning and resilience of the Environmental Health profession. In the interim, the service will continue to offer workplace experience for students studying Environmental Health at degree level.
- Continue to undertake internal audits to inform improvements relating to the accuracy of information uploaded to Tascomi.
- Return to a business as usual equilibrium and deliver bespoke training to businesses to support them with legislative compliance. The service intends to utilise the unique immersive room resources at the Orbit Centre to develop and create a bespoke interactive allergen training course for local food businesses that are poorly performing in this area. This project will be used as a springboard to launch other interactive/ immersive training experiences in future years.

- Review and modernise the customer satisfaction survey to include questions around assessing the effectiveness of promotional work via correspondence, mailshots and social media posts.
- Continue to focus on achieving and improving the target times outlined in this service plan for the inspection of new businesses, with the aim that high risk businesses will be prioritised and inspected within 28 days from the date of registration or opening
- Continue to explore how IT technology can modernise service delivery

7. Service Plan Appendices

Appendix 1 Departmental Management Structure

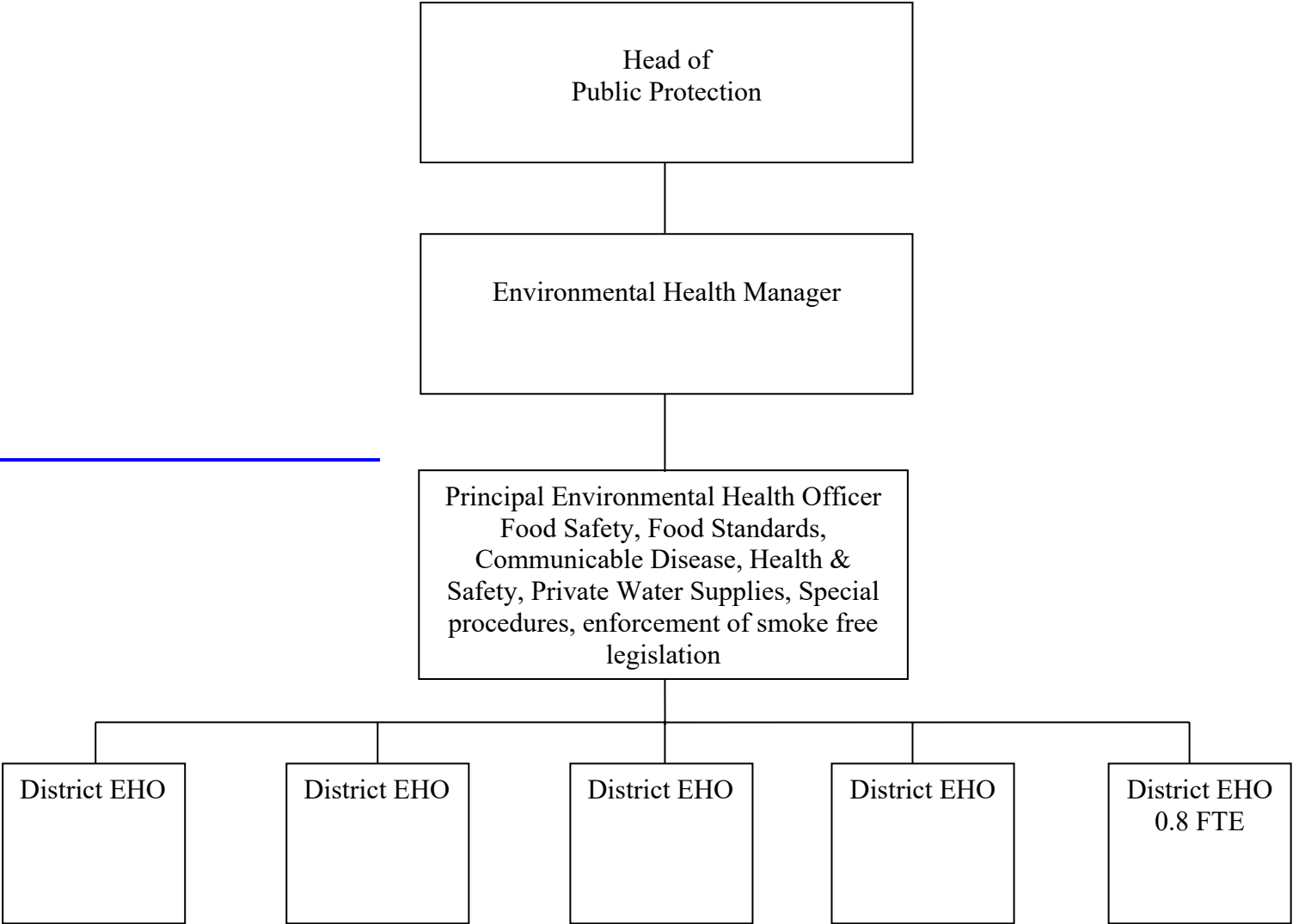
Appendix 2a Merthyr Tydfil County Borough Council Organisational Structure

Appendix 2b Public Protection structure in context of organisation

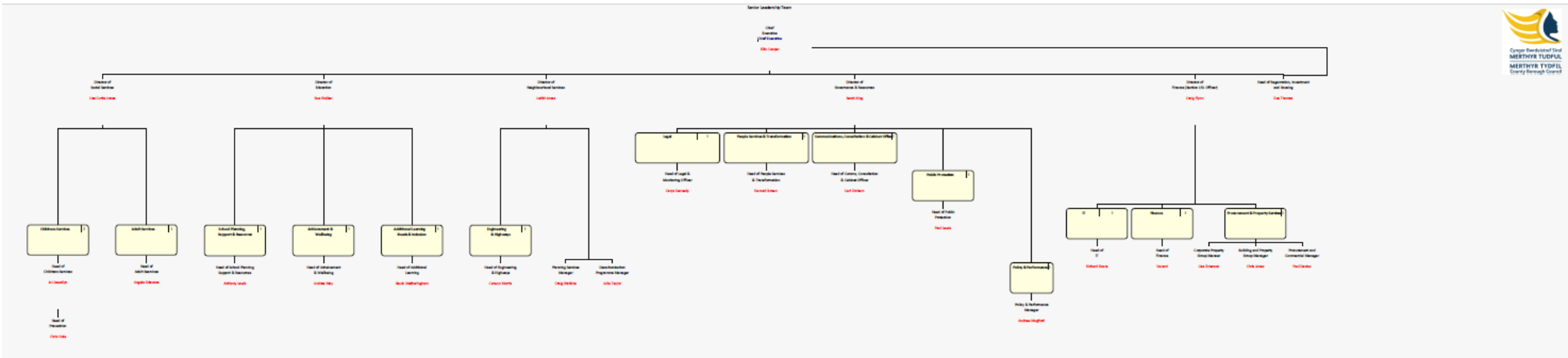
Appendix 3 Food Hygiene / Food Standards sampling plans 2025/26.

Appendix 4 Food Standards Sampling Results 2025/26

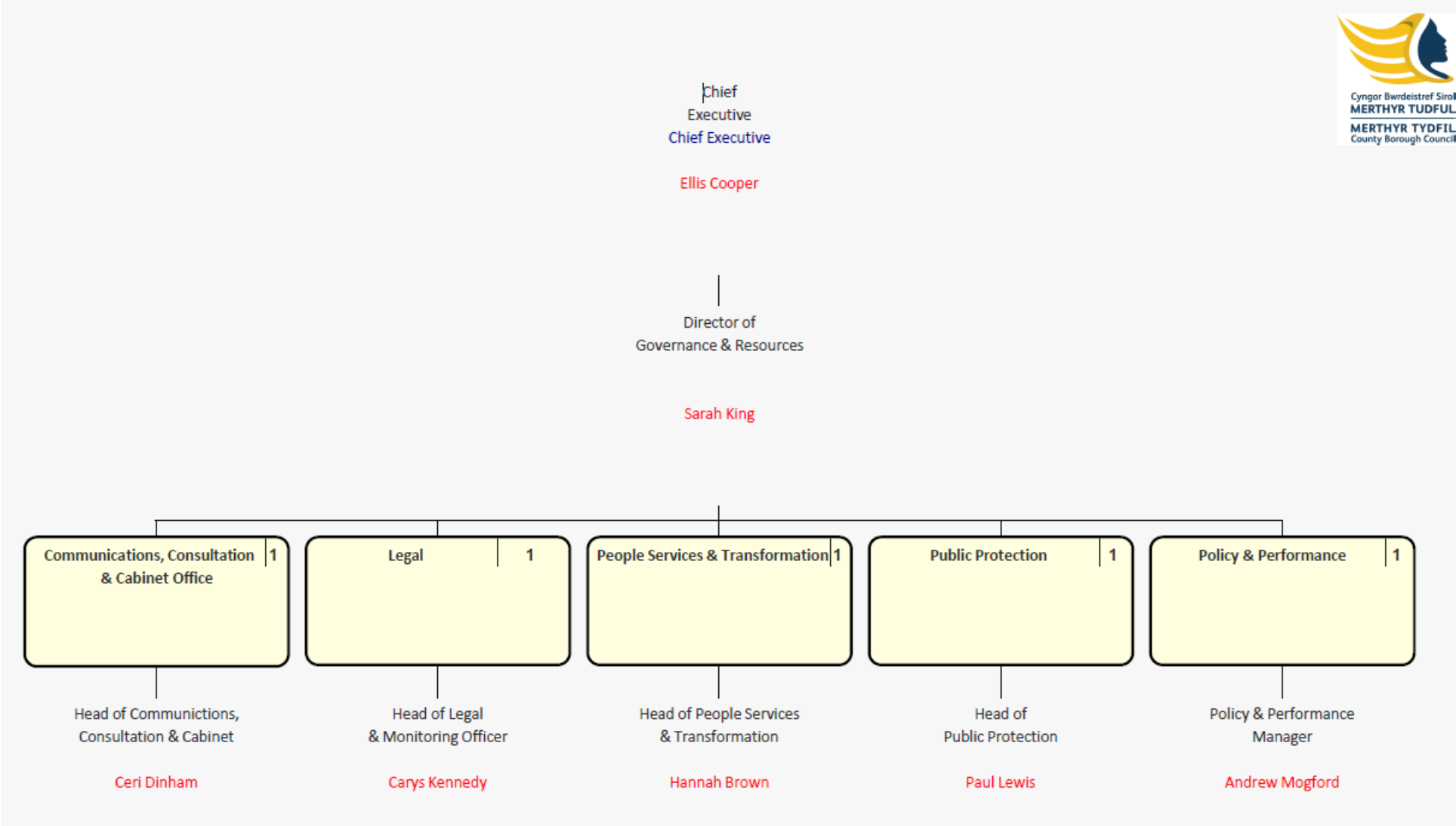
Appendix 1 – Departmental Management Structure



Appendix 2a: Merthyr Tydfil County Borough Council Organisational Structure 2026-2027



Appendix 2b: Public Protection structure in context of organisation



Appendix 3 – Sampling plans 2026/27

[illegible]

Appendix 4 - Food Standards Sampling results 2025/2026

SAMPLING DETAILS										RESULTS		FOLLOW-UP			
LA Sample Reference / Number	Date of Sampling (date sample was procured)	Time of Sampling	Type of Premises	Product Sampled	Description	Country of origin	Sample Tested For (e.g. specific allergens, speciation tests etc.)	Additional Sampling Information (e.g. declarations at point of sale, allergen claims etc.)	Results Detail	Comments / Observations	Specify Informal Follow-up Action Taken (other than advising of results e.g. advice provided)	Specify Formal Follow-up Action Taken (e.g. prosecution file prepared)	Incident Reported to FSA Incident Response Team Y/N	Details of Action Taken (please feel free to provide additional information in any accompanying email. We are particularly interested to hear details of outcomes arising from sampling undertaken)	
MTCBC/GW/IP1	13/05/2025	11:20	Retail	Tomatoes			Heavy Metals		Satisfactory	No heavy metals found	N/A	N/A	N	None	
MTCBC/GW/IP2	13/05/2025	11:20	Retail	Peppers			Heavy Metals		Satisfactory	No heavy metals found	N/A	N/A	N	None	
MTCBC/GW/IP3	13/05/2025	11:26	Retail	Tomatoes			Heavy Metals		Satisfactory	No heavy metals found	N/A	N/A	N	None	
MTCBC/GW/IP4	13/05/2025	11:26	Retail	Peppers			Heavy Metals		Satisfactory	No heavy metals found	N/A	N/A	N	None	
MTCBC/GW/IP5	13/05/2025	11:35	Retail	Tomatoes			Heavy Metals		Satisfactory	No heavy metals found	N/A	N/A	N	None	
MTCBC/GW/IP6	13/05/2025	11:35	Retail	Peppers			Heavy Metals		Satisfactory	No heavy metals found	N/A	N/A	N	None	
MTCBC/GW/IP7	13/05/2025	11:39	Retail	Tomatoes			Heavy Metals		Satisfactory	No heavy metals found	N/A	N/A	N	None	
MTCBC/GW/IP8	13/05/2025	11:39	Retail	Peppers			Heavy Metals		Satisfactory	No heavy metals found	N/A	N/A	N	None	
MTCBC/GW/IP9	13/05/2025	12:22	Retail	Tomatoes			Heavy Metals		Satisfactory	No heavy metals found	N/A	N/A	N	None	
MTCBC/GW/IP10	13/05/2025	12:22	Retail	Peppers			Heavy Metals		Satisfactory	No heavy metals found	N/A	N/A	N	None	
MTCBC/GG02/JIP	24/01/2025	12:24	Butchers	Sausages	Sent to Lab 16/10/2025		Meat content		Satisfactory	Meat content of 64%	N/A	N/A	N	Letter sent to business advising of results	
MTCBC/GG02/JIP	10/10/2025	10:20	Butchers	Sausages	Sent to Lab 16/10/2025		Meat content		Satisfactory	Meat content of 32%	N/A	N/A	N	Letter sent to business advising of results	
MTCBC/GG02/JIP	10/10/2025		Butchers	Sausages	Sent to Lab 16/10/2025		Meat content		Satisfactory	Meat content of 30%	N/A	N/A	N	Letter sent to business advising of results	
MTCBC/FSS/JIP1	13/10/2025	14:30	Play Centre	Strawberry Snow Shock Slush	Sent to Lab 16/10/2025		Glycerol levels		Satisfactory	4.5g/100g	N/A	N/A	N	None	
MTCBC/FSS/JIP2	13/10/2025	14:30	Play Centre	Blue Raspberry Snow Shock Slush	Sent to Lab 16/10/2025		Glycerol levels		Sample fill line was above guideline volume but concentration of glycerol was below industry guideline.	4.4g/100g	N/A	N/A	N	Premises permanently closed so no follow up	
MTCBC/FSS/JIP3	13/10/2025	14:54	Retail	Apple Millions Slush	Sent to Lab 16/10/2025		Glycerol levels		Sample fill line was above guideline volume but concentration of glycerol was below industry guideline.	4.8g/100g	Y	N/A	N	Visit to premises to discuss results.	
MTCBC/FSS/JIP4	13/10/2025	14:54	Retail	Millions Bubblegum Slush	Sent to Lab 16/10/2025		Glycerol levels		Sample fill line was above guideline volume but concentration of glycerol was below industry guideline.	4.2g/100g	Y	N/A	N	Visit to premises to discuss results.	
MTCBC/FSS/JIP5	13/10/2025	14:54	Retail	Strawberry Millions Slush	Sent to Lab 16/10/2025		Glycerol levels		Sample fill line was above guideline volume and the (point of sale) concentration of glycerol at the industry guideline top.	5.7g/100g	Y	N/A	N	Visit to premises to discuss results.	
MTCBC/FSS/JIP6	13/10/2025	15:12	Sweet Shop	Strawberry Slush	Sent to Lab 16/10/2025		Glycerol levels		Sample fill line was above guideline volume and the (point of sale) concentration of glycerol above the industry guideline.	6.6g/100g	Y	N/A	N	Visit to premises to discuss results.	
MTCBC/OR/OIG1	16/10/2025	11:30	Manufacturer	2 x 3 Milk Chocolate Wafer Bars	Sent to lab 18/11/2025		Not analysed		Laboratory unable to analyse samples	Laboratory unable to analyse samples	N/A	N/A	N/A	N/A	
MTCBC/OR/OIG3	16/10/2025	11:30	Manufacturer	2 x 8	Sent to lab 18/11/2025		Not analysed		Laboratory unable to analyse samples	Laboratory unable to analyse samples	N/A	N/A	N/A	N/A	
MTCBC/OR/OIG4	16/10/2025	11:30	Manufacturer	2 x 5 'Club' Bars	Sent to lab 18/11/2025		Not analysed		Laboratory unable to analyse samples	Laboratory unable to analyse samples	N/A	N/A	N/A	N/A	
MTCBC/FSS/SRT	04/07/2025	10:00	Retail	D'Lish Pictachio Kinafa Gold Bar	Sent to Lab 16/10/2025	UAE	Aflatoxin & labelling analysis		Results show below permitted level of aflatoxins but labelling contraventions do not unreasonable to consider the food	Aflatoxin B1 1.2 ug/kg (max level <8ug/kg) & Aflatoxin Total 13.6 ug/kg (max level 10 ug/kg)	Vol surrender & warning letter	N/A	Y	5 individual items voluntary surrendered from a local shop. Warning letter issued. FSA Incident	
MTCBC/FSS/SR8	04/07/2025	10:00	Retail	D'Lish Dubai Rolls	Sent to Lab 16/10/2025	UAE	Aflatoxin & labelling analysis		Product exceeded the maximum level of aflatoxin B1 and total aflatoxins. Other labelling contraventions.	Aflatoxin B1 1.2 ug/kg (max level <8ug/kg) & Aflatoxin Total 13.6 ug/kg (max level 10 ug/kg)	Vol surrender & warning letter	N/A	Y	30 individual items voluntary surrendered from a local shop. Warning letter issued. FSA Incident	
MTCBC/FSS/SR9	04/07/2025	10:00	Retail	Dubai Wafers 40g	Sent to Lab 16/10/2026	Turkiye	Aflatoxin & labelling analysis		Labelling contraventions only		Vol surrender & warning letter	N/A	Y	3 individual items voluntary surrendered from a local shop. Warning letter issued. FSA Incident	
MTCBC/G4/JIP1	27/01/2026	10:04	Mobile Takeaway	Breakfast roll, no egg	Sent to lab 27/01/2026		Egg white protein in foods	Breakfast roll, no egg - allergy declared at point of sale	Satisfactory	<0.13 mg/kg	N/A	N/A	N	None	
MTCBC/G4/JIP2	27/01/2026	10:48	Café	Breakfast roll, no egg	Sent to lab 27/01/2026		Egg white protein in foods	Breakfast roll, no egg - allergy declared at point of sale	Satisfactory	<0.13 mg/kg	N/A	N/A	N	None	
MTCBC/G4/JIP3	27/01/2026	11:03	Café	Breakfast roll, no egg	Sent to lab 27/01/2026		Egg white protein in foods	Breakfast roll, no egg - allergy declared at point of sale	Satisfactory	<0.13 mg/kg	N/A	N/A	N	None	
MTCBC/G4/JIP4	27/01/2026	11:19	Restaurant	Breakfast roll, no egg	Sent to lab 27/01/2026		Egg white protein in foods	Breakfast roll, no egg - allergy declared at point of sale	Unsatisfactory	0.75 mg/kg	Y	N	N	Visit to premises to discuss results, policies and procedures. Followed up with a letter to HQ, PA and local branch.	
MTCBC/G4/JIP5	27/01/2026	11:45	Café	Breakfast roll, no egg	Sent to lab 27/01/2026		Egg white protein in foods	Breakfast roll, no egg - allergy declared at point of sale	Unsafe	5.5 mg/kg	Y	N	N	Visit to premises to discuss results, policies and procedures. Followed up with a letter to FBO outlining options such as retraining staff or ceasing to serve customers with allergies.	
MTCBC/G4/JIP6	27/01/2026	12:13	Café	Breakfast roll, no egg	Sent to lab 27/01/2026		Egg white protein in foods	Breakfast roll, no egg - allergy declared at point of sale	Satisfactory	<0.13 mg/kg	N/A	N/A	N	None	
MTCBC/G4/OIG1	06/03/2026	12:00	Online retailer / home	Cardio Gaiix Glycozen Control S	Sent to lab 3/3/2026	UK	Caffeine & labelling analysis		Caffeine level Satisfactory. Narrative comments on labelling	Caffeine 17.5 mg/kg ("1% excess of limit, considered satisfactory by analyst)	N/A	N	N	Having discussed with PA the advice was to pass to home authority. There is not enough information at this point to determine if it is or is not a product withdrawal. The HA need to look into it and determine whether the starch is a cereal product. They need to amend labelling and possibly product withdrawal depends on levels of cereal present. PA only checked gluten not the actual cereal. Could be wheat or oat for example.	