TRADING STANDARDS, FOOD AND HEALTH PROTECTION SERVICE

Review of Food and Feed Law Enforcement Performance 2025/2026

1.0 Introduction

This document is the annual food and feed law enforcement performance review to assess compliance with the Food Enforcement Framework. It has been submitted to the Head of Planning and Public Protection for approval.

2.0 Planned Inspections / Interventions 2025/2026

2.1.0 Food Hygiene

The table below indicates the number of premises inspected by risk band (and the combined figure of High-Risk premises (Bands A, B & C), which is a locally retained Performance Indicator).

Pro-active Food Hygiene Inspections – by Risk Band Category

RISK CATEGORY	BALANCE OF NEW / OLD INTERVENTIONS DUE / PLANNED BY 31/3/2025 (TO EXCLUDE ANY PREMISES WHICH CEASE TRADING)	NUMBER PREMISES INSPECTED / INTERVENTIONS ACHIEVED AS AT 31/3/2025	OUT-TURN / ACHIEVED
High Risk			
A	**3 premises** (due 2 visits each, if remaining as Risk Category A)	**3 premises inspected** **(note: 4 inspections undertaken –** due to changes in Risk Category)	**100%** **(3/3)**
B	**51**	**51**	**100%** **(51/51)**
C	**313**	**282**	**90.01%** **(282/313)**
TOTAL ABC (Local PI)	***364***	***333***	***91.48%*** ***(333/364)***

Commentary

Focus remains on proactive inspections at high-risk premises. All Risk Category A and B (Highest risk) premises were inspected. With regards to Category C premises 282 out of 313 premises were inspected and the remainder will be recovered during 2026/27.

Following the IT database transfer from Flare to Idox, the data for lower risk premises (D and E) have not yet been verified and therefore been omitted from above chart.

Lower risk premises (Risk Bands D and E) will be returned into the inspection regime frequencies as soon as possible.

An audit by the Food Standards Agency (FSA) in December 2025, commented that the service is under resourced to fulfil its duty to undertake interventions at the required frequency in accordance with the Food Law Code of Practice and consequently presenting a public health risk. The subsequent agreed action plan included a business case to senior management for additional resources.

2.1.1 Broadly Compliant PI: (PAM009)

- The out-turn PI for 2025/26 was: 95.83% (based on 1,081 of 1,128 premises achieving a 3/4/5 FH Rating, out of 5).

2.1.2 Food Hygiene Ratings:

- 439 Food Hygiene inspections were undertaken (mainly to new businesses, and those which were of higher risk), and Food Hygiene Ratings issued where applicable.
- 40 Food hygiene re-ratings were applied for and progressed (these are charged for, under the legislation).

The website of the Food Standards Agency has been provided with regular uploads of data (at least every 28 days), which meets the agreed standard.

2.2 Food Standards: Planned Interventions

Risk Category	Interventions planned by 31/3/2026 (exc. ceased trading but Inc. carried forward premises)	Number of Interventions Achieved as at 31/3/2026	Completed %age
A (every 12 months)	**13**	**13**	**100%**
B (every 24 months)	**273**	**118**	**43%**
C (every 60 months)	**196**	**189**	**96%**
Unrated (not yet visited)	**182**	**90**	**49%**

The intervention programme backlog had increased and is unlikely to without additional capacity / resources. Furthermore, the Revised Food Law Code of Practice will be implemented in October 2026 and while the impact is not fully known, it is expected to increase the number of interventions both planned and reactive.

An audit by the Food Standards Agency (FSA) in December 2025, commented that the service is under resourced to fulfil its duty to undertake interventions at the required frequency in accordance with the Food Law Code of Practice and consequently presenting a public health risk. The subsequent agreed action plan included a business case to senior management for additional resources.

Two food standards / food hygiene contractors were temporarily engaged for food intervention work and have assisted in driving down the backlog of interventions for both services. The most common breaches encountered by the service are mainly allergen related, either at catering premises, or prepacked for direct sale at a retail level – this aligns with finding across Wales. At the time of writing, this has led to several warnings and cautions being issued, but as yet no prosecutions have been instigated. The service has also been active in dealing with the increasing problem of imported food that is not compliant with labelling requirements and more concerningly allergen declarations.

The service has a career grade officer embarking on the framework to complete their qualification as a Trading Standards Officer within two years. Unfortunately, their entry onto the qualification framework had been delayed by two years. The service has again experienced extended staff absences, and this will continue into 2026.

This past year, the service had planned to deliver more training courses to school catering staff and to BAME (Black, Asian and Minority Ethnic) takeaway owners, working with the local BAME group coordinators. Unfortunately, due to staff absences and other service pressures, Trading Standards has been unable to deliver this training, but that intention remains in future years.

2.3 Feed Standards: Planned Inspections

Feed enforcement within Wales is funded directly by the Food Standards Agency (FSA) and administered by Trading Standards Wales. Wales is divided into various regions, with Neath Port Talbot and Swansea forming one of these regions. Co-ordination across the Neath Port Talbot / Swansea area is delivered by Neath Port Talbot Trading Standards and Animal Health (TS&AH).

The feed inspection and sampling programme is drafted by the FSA based on the registers of feed businesses held by each authority. The FSA categorises feed businesses by feed registration and approval type. Each region is expected to inspect a set number of businesses within their areas.

The feed obligation for the region was set by the FSA following consultation with the member authorities.

Feed Standards Inspection Programme 2025-26				
Business Type	**Usage Code**	**Allocation for NPT**	**Inspected by NPT**	**% complete**
Manufacturer	A01-08 & R101-04	2	1	50%
Co Product Producer	R12	1	1	100%
Mobile Mixer	R04	0	0	N/A
Importers		0	0	N/A
Stores	R09	4	1	25%
Distributor	A01-08, R01-03 & R05	1	1	100%
Transporter	R08	0	0	N/A
On Farm Mixer	R10 (annex II)	1	1	100%
On Farm Mixer	R11	1	0	0
Pet Food Manufacturer	R06	1	1	100%
Supplier of feed materials/Surplus Food	R07	5	5	100%
Total "Above the Line" premises (businesses that treat or supply feed)		15	11	73%
Livestock farms R13	R13	52	28	54%
Arable Farms	R14	3	0	0
Totals		**70**	**39**	**56%**

As with every year, there was some deviation from the set inspection programme as business types had changed and inspections at other types of business were carried out in their place. The obligation for 2025/26 was confirmed earlier than in previous years. The service anticipated the work that would be expected and started inspections in quarter 1, which enabled the region to meet its target.

The service has two officers that deal with feed inspections on farms, these are the bulk of the feed interventions. Unfortunately, one of those officers has been absent for a large part of the year and has been unable to complete the inspections expected of them. Consequently, another officer is being trained in feed competency to provide some extra resilience for the future.

Intelligence regarding Food & Feed breaches are shared with partners, such as the food hygiene team, the National Food Crime Unit and National Trading Standards via the National intelligence database and used to identify priorities for the service.

3.0 Samples

3.1 Food Hygiene

In 2025/26, a total of 209 samples were taken, and submitted for analysis at Public Health Wales laboratory, Carmarthen.

3.2 Food Standards

The Trading Standards Service remains a member of the local sampling forum, the Glamorgan Group.

The service participated in three sampling exercises as part of the 2025/26 programme. These exercises were to sample and analyse:

Sample Type and Analysis	Results
10 x Tomatoes/Peppers – heavy metals	All satisfactory
14 x meat products – accuracy of meat content declaration	6 results were unsatisfactory, meat content declared was more than within the products, warnings issued and premises resampled, all have subsequently been brought into compliance.
4 x alternative milk coffee drinks – presence of diary in oat drinks	All satisfactory

In addition to these reactive sampling was undertaken, with primary focus on allergens and labelling compliance.

Sample Type and Analysis	Results
6 x imported foods – allergen information and labelling	All unsatisfactory
3 x cheesecakes – allergen information and labelling	All unsatisfactory
4 x takeaway meals – allergen information	1 unsatisfactory

Imported foods, particularly sweets have been identified as an issue locally, hence sampling was undertaken. Three incidents were recorded with the FSA, resulting in liaison with the home authority Trading Standards to ensure products were recalled, another three were also referred to the relevant home authority and removed from sale locally. The samples were taken from 2 businesses, one of which remains under investigation. The failed cheesecakes samples resulted in voluntary recalls and 8 improvement notices.

Sampling and any subsequent investigations are monitored by the Trading Standards Team Leader and Senior Trading Standards Officer via spot checks, annual appraisals, and quarterly staff review meetings. Details of breaches are shared with partners, such as the Food & Health Protection Service, the National Food Crime Unit and National Trading Standards via the National Intelligence database. The information is collated and used to identify priorities for the service, locally, regionally, and nationally.

3.3 Feed Standards

The service has taken routine samples from local farms as part of its monitoring programme and samples from local pet food producers. No non compliances have been detected.

4.0 Service Requests / Reactive Work

4.1 Food Hygiene

Service requests (all types) = 674. Of which:

- Food service related = 665.
- Miscellaneous / other = 9.

Also, the Food & Health Protection service received the following:

- Infectious Diseases – notifications of cases/incidents = 345.

Target response times have been established for the main service requests categories, and analyses are undertaken to ensure that they remain relevant and commensurate with the prioritisation of resources (in accordance with lean systems principles) to ensure the best utilisation of resources, whilst managing expectations of service requestors.

4.2 Food & Feed Standards: Reactive Work (Trading Standards)

Food Advice Requests	Mainly from business start-ups or from businesses that requested advice on the changes resulting from “Natasha’s Law”.
Feed Advice Requests	1 request for advice was received related to a primary authority partnership with a feed business based locally.
Food Complaints	Most of the complaints related to allergen issues, both prepacked and loose foods, 6 in relation to composition and description of food and food being sold past its durability date, with referrals from FSA in relation to their surveillance programme, some of which resulted in follow up samples and action taken locally.
Feed Complaints	The service received a small increase in APHA notifications relating to the local raw pet food manufacturer in the County Borough, the business is working with the Trading Standards service, and the investigating officer is confident that they will achieve compliance.

Requests for advice and complaints and patterns of food alerts are fed into the Trading Standards & Animal Health service’s intervention plan and the national intelligence database which in turn leads to the identification of priorities and work areas for the forthcoming year.

Response times and investigations / advice are monitored by the Trading Standards Team Leader and Senior Trading Standards Officer via spot checks, annual appraisals and quarterly staff review meetings.

5.0 Promotional Work

5.1 Food Hygiene Promotional Work

The service was able to use various social media platforms to pass on messages relating to food safety topics, particularly the re-tweeting of information from the Food Standards Agency.

5.2 Food Standards & Feed Promotional Work

Trading Standards & Animal Health (TS&AH) service continued to forge closer links with Neath Port Talbot Council services that support business, such as Economic Development.

The TS&AH service has Twitter, Facebook and Instagram accounts, these have been found to be effective in communicating messages to Food & Feed businesses.

New feed businesses are regularly identified and contacted to ensure that they are correctly registered or approved.

6.0 Primary Authority

6.1 Food Hygiene, Food Standards and Feed Standards

The Primary Authority scheme is UK wide, and each Local Authority must have regard to any established partnerships between businesses and regulators. While the Authority has not embarked on any food hygiene, food standards or feed standards primary authority partnerships, there are many for which the services must have regard to during the inspection of premises within the County Borough. Additionally, the Trading Standards & Animal Health service is an active member of the Welsh Primary Authority Group – a forum for businesses and enforcers to share knowledge and experiences of the Primary Authority system. Trading Standards have successfully forged a partnership with a locally based manufacturer in respect of feed standards and weights and measures.

Where such partnerships exist and are based outside of the County Borough, and cover businesses operating with Neath Port Talbot, the services liaise with the relevant Local Authorities to give general feedback following inspections which are subject to an agreed (UK wide) inspection plan, and specific feedback where breaches are detected.

7.0 FSA Safety Incidents

7.1 Food Hygiene

No food safety incident reports (e.g. withdrawals) necessitated initiation by the Food and Health Protection service of Neath Port Talbot Council.

However, 43 notifications of food withdrawals were initiated by other Local Authorities and notified by FSA, any which required specific follow up action were prioritised.

7.2 Food Standards & Feed

No food safety incident reports received (e.g. withdrawals) necessitated intervention by the Trading Standards and Animal Health service of Neath Port Talbot Council.

All notifications of withdrawals requiring specific action were prioritised.

Subject Area	Narrative
Food Alerts	Allergy alerts took up the bulk of the alerts. Other than notification via social media, no other action was required of the Service.
Feed Alerts	No Feed alerts were reported.

8.0 Staff Development / Training / Continuing Professional Development

8.1 Food Hygiene

Staff undertook various self-study sessions as the primary way of keeping abreast of new developments and the changing guidance during the year. Team meetings were held regularly via Microsoft TEAMS to ensure consistency of understanding and consistency of approach. Officers are expected to achieve a minimum of 20 hours per year of Continuing Professional Development (CPD).

All Officers met their required 20 hours CPD in 2025 assisted by regular work-based discussions.

8.2 Food Standards

One food qualified officer failed to meet their required 20 hours CPD in 2025, again this was due to long term absences. The other officers were assisted by the proliferation of online courses and FSA supported training.

The Trading Standards Team Leader sits on the Trading Standards Wales Training Group and distributes regular training opportunities.

It is anticipated that training will continue to be a mix of short online courses, more involved classroom sessions and in house workshops.

8.3 Feed Standards

Feed Standards has a CPD requirement of 10 hours per annum, which was met by all officers except one, largely down to absences. The Trading Standards Team Leader and Senior Trading Standards Officer will resume a programme of in-house workshops inviting Swansea Trading Standards as a means of helping maintain CPD and promoting consistency.

Two officers carry out the routine feed inspections on farms which is the bulk of the enforcement programme, these officers are required to be competent, but don't necessarily need a specific qualification, as discussed earlier in this document one of these officers has been on long term absence for significant parts of the year, but it is anticipated that this will be resolved in 2026-2027. There are a smaller number of feed inspections at factories and stores that need to be carried out by Trading Standards Officers who are specifically qualified.

9.0 Monitoring

9.1 Food Hygiene Monitoring

On a quarterly basis key performance indicators are reported to senior management and relevant Cabinet Member.

Line managers keep track of inspection targets, and the reactive workloads on a month-by-month basis, or more frequently when required.

Data is requested by the Food Standards Agency (currently every 6 months), for monitoring purposes. The detail usually covers areas such as intervention totals and by risk category; enforcement actions; number of premises by type and risk categorisation; samples taken; staffing levels; certain service requests etc.

9.2 Food & Feed Standards Monitoring

A temporary biannual food standards return has been developed by the FSA since the withdrawal of the Local Authority Enforcement Monitoring System (LAEMS). The detail covers areas such as intervention totals and by risk category; enforcement actions; number of premises by type and risk categorisation; samples taken; staffing levels; complaints and other enforcement actions.

The FSA are continuing to develop a replacement for the LAEMS system with a new key performance indicator (KPI) system focusing on outcomes, rather than outputs. This new system should dovetail into the implementation of the new food risk assessment scheme that is in place England and Northern Ireland and is scheduled to commence in Wales in 2026.

Feed monitoring is reported to the FSA on a quarterly basis, with a final submission at the end of the financial year.

Each officer's intervention programme workload (including inspection targets) is tailored to each officer's style of working.

Section progress is reported to senior management and relevant Cabinet Member on a quarterly basis.

The Trading Standards Team Leader and Senior Trading Standards Officer monitor officer inspection targets and reactive workloads formally during the quarterly review. If issues with performance are identified, this frequency is increased. Food / Feed Aide Memoires and post inspection reports are reviewed mainly by the Senior Trading Standards Officer, with the Trading Standards Team Leader providing oversight.

Neath Port Talbot Trading Standards coordinated the Neath Port Talbot / Swansea feed region service delivery, and inspections progress is fed back to Trading Standards Wales. The Neath Port Talbot Trading Standards Team Leader and Senior Trading Standards Officer identify and address issues with performance against the inspection programme.

The internal monitoring procedure was reviewed and updated following the FSA audit in December 2025 and subsequent recommendations.

10.0 Review of Policies / Procedures

10.1 Food Hygiene / Food Standards / Feed Standards

The move to agile working for all officers has had certain benefits, and it has sped up development of online and remote working systems and procedures. These continue to be fine-tuned to account for new working procedures. With remote working, there comes a risk of staff feeling isolated. Managers have recognised the need to maintain communications with the teams, and where possible to facilitate colleagues seeing each other 'in person' to ensure officers do not feel isolated and alone in their duties.

All policies and procedures were reviewed and updated in preparation of the FSA Audit in December 2025 and all recommendations implemented following the audit in accordance with the subsequent action plan. The services continually review policies and procedures and will continue to review and update them as appropriate.

11. Conclusions

The introduction of the new Idox MIS (Management Information System) continues to affect both teams. While there have been some fixes to address some of the main issues, there remains significant issues such as reporting statistics and uploads of FHRS to address. Staff have become accustomed to the day-to-day use of the system, however retrieving historic data still presents challenges.

An audit by the Food Standards Agency (FSA) in December 2025, commented that the service is under resourced to fulfil its duty to undertake interventions in accordance with the Food Law Code of Practice and consequently presenting a public health risk. Recommendations in the FSA audit report highlight the need for additional resources in the service of 3.2FTE qualified and competent staff to enable the service to discharge the Authority's Food safety duty in accordance with framework agreement and Code of Practice.

Trading Standards have experienced staffing problems which has affected performance and plans for the year. These staffing issues are not likely to be alleviated in the forthcoming year, and a reliance on agency staff will remain. The section will continue to utilise the regional connections that have been forged in respect of feed delivery and food standards.

Regional working and intelligence gathering should continue to be developed and there are clear priorities for the service in relation to both food and feed.

The Food and Health Protection team have successfully recruited into all vacant posts and will be able to prioritise inspections and interventions at the higher risk premises along with new businesses and initiate the speedy recovery of backlogs of lower risk premises.

12. Review of Report by Head of Service

I have reviewed and approve of this report.



Mr Ceri Morris

Head of Planning and Public Protection