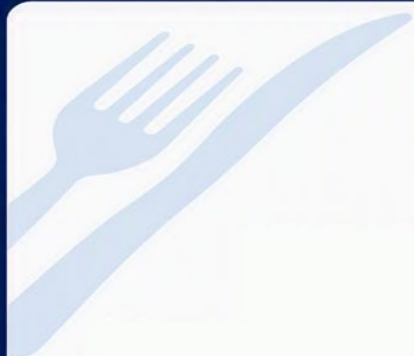




FOOD AND SAFETY TEAM

SERVICE PLAN

2026/2027

Protecting and sustaining a healthy, safe and fair environment for all



FOOD SAFETY & STANDARDS

Protecting public health through the regulation of food businesses, food hygiene, food standards and consumer confidence.



HEALTH & SAFETY

Promoting safe workplaces and protecting employees, residents and visitors from harm.



Regulatory Services

Food and Safety Team



Service Period: 1 April 2026 to 31 March 2027



Prepared by: Food and Safety Team



Lead Officer: Rebecca Chambers-Baird, Team Leader



Version: Final

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1. Introduction

This Food and Safety Team Service Plan outlines Solihull Council's commitment to safeguarding the health, safety and wellbeing of residents, employees, visitors, and all others who may be affected by activities undertaken within the borough. The Plan sets out the Council's approach to fulfilling its statutory duties in relation to health and safety, food safety, and food standards, including its responsibilities as an enforcing authority under the Health and Safety at Work etc. Act 1974, the Health and Safety (Enforcing Authority) Regulations 1998, Food Safety Act 1990, and other relevant food legislation. It also describes the priorities, objectives and activities that will support the effective delivery of regulatory, inspection, advisory and enforcement services to protect public health, ensure legal compliance, maintain consumer confidence, and promote safe and healthy environments across the borough.

The Food Standards Agency (FSA) require local authorities to prepare and publish an annual Service Plan setting out how their food enforcement responsibilities will be delivered. This Plan has been developed in accordance with the Food Law Code of Practice (England), the Food Law Practice Guidance (England), and other relevant guidance. It also incorporates the health and safety requirements of Local Authority Circular (LAC) 67/2, issued under Section 18 of the Health and Safety at Work etc. Act 1974. The LAC provides a framework for priority setting, intervention planning, and targeted enforcement activity, enabling the Council to meet the requirements of the National Local Authority Enforcement Code and ensure that regulatory resources are focused on areas of greatest risk.

The Plan provides transparency and accountability by outlining:

- The scope of the food and health and safety service
- Service priorities and objectives
- Delivery arrangements and intervention programmes
- Resources available to deliver enforcement
- Performance monitoring and governance arrangements

All regulatory activity undertaken under this plan will be delivered in accordance with the Regulators' Code and the Council's Regulatory Services Enforcement and Prosecution Policy.

The plan is subject to annual review and member approval in line with FSA and HSE expectations to ensure local transparency and accountability.

1.1 Links to Council priorities

This Service Plan demonstrates how the Food and Safety Team supports the delivery of the Council Plan 2025-2030 (see Appendix 1) by helping to:

"Solihull: A Great Place to Live, Work, Invest and Enjoy."

This Service Plan, demonstrates how the Food and Safety Team supports the delivery of the [Council Plan 2025-2030](#) by helping to:

- Protect public health and promote safe communities for residents to thrive
- Support economic growth and business confidence improving access to opportunities

- Support local businesses to operate legally making Solihull an attractive and inspirational place

1.2 Summary

The Food and Safety Team delivers a comprehensive programme of food safety, food standards and port health functions to protect public health, safeguard consumers, and support a thriving local economy within Solihull.

This Plan sets out how the Council will deliver these functions during 2026/27 in accordance with the Food Law Code of Practice (England) and the Food Law Practice Guidance (England). It outlines the Council's approach to ensuring, so far as is reasonably practicable, that food prepared, supplied, and sold within the borough is safe, properly described, and meets the standards expected by consumers and regulators.

In addition to its food-related responsibilities, the Food and Safety Team delivers a range of wider regulatory responsibilities that contribute to creating the right conditions for communities and businesses to thrive, while supporting the best possible outcomes for residents. In line with Local Authority Circular (LAC) 67/2, these include:

- Health and safety enforcement
- Sports grounds safety
- Licensing and regulation of cosmetic procedures

The Plan also provides transparency regarding the scope of the service, the regulatory functions delivered by the Team, and the resources available to support their effective delivery.

Through a combination of regulatory oversight, business support, partnership working and targeted enforcement, the Team seeks to maintain high standards of public protection while supporting businesses to comply with their legal obligations and operate successfully within the borough.

2. Service aims and objectives

The Food and Safety Team aims to protect public health, consumer interests and the wider wellbeing of residents, employees, and visitors through the effective and efficient delivery of food safety and health and safety regulatory services. This is achieved by ensuring that food produced, supplied, and sold within Solihull is safe, properly described and compliant with relevant legislation, whilst also ensuring that businesses operate in accordance with health and safety requirements. Through a balanced approach of advice, education and enforcement, the team works to reduce risks to public health, prevent injury and ill health, promote safe and compliant business practices, and support a thriving, competitive, responsible, and sustainable local economy.

This approach enables the Council to protect public health, consumer interests and the health, safety and welfare of employees, residents, visitors, and consumers. It helps maintain confidence in the food chain, reduce the risk of injury and ill health, and support a vibrant, compliant, and sustainable local economy. Through a balanced approach of education, advice, engagement and enforcement, the Council promotes high standards of food safety and workplace safety, supports responsible business growth, and safeguards the wellbeing of those who live, work, and visit Solihull. It also ensures that this statutory Food and Health and Safety Service contribute directly to the delivery of the Council's vision.

2.1 Approval and review process

The service plan is subject to approval of the Cabinet Member for Communities. Progress with delivery of the plan is monitored on a regular basis by the Head of Service.

2.2 Key achievement for 2025/26

2.2.1 Food

During 2024/25 the Council did not achieve all FSA performance standards for delivery of official controls. As a result, an action plan was implemented, and performance was subject to quarterly monitoring throughout 2025/26 from the FSA.

Through service improvements and the use of contractor resources to address capacity pressures, all FSA performance targets were achieved during 2025/26 and the authority successfully exited formal monitoring arrangements.



A revised food standards intervention delivery model was also introduced during the year requiring officers to undertake training on:

- New food standards risk-rating methodologies

- Revised intervention requirements
- Changes to the information management system

These changes were successfully implemented while maintaining service delivery.

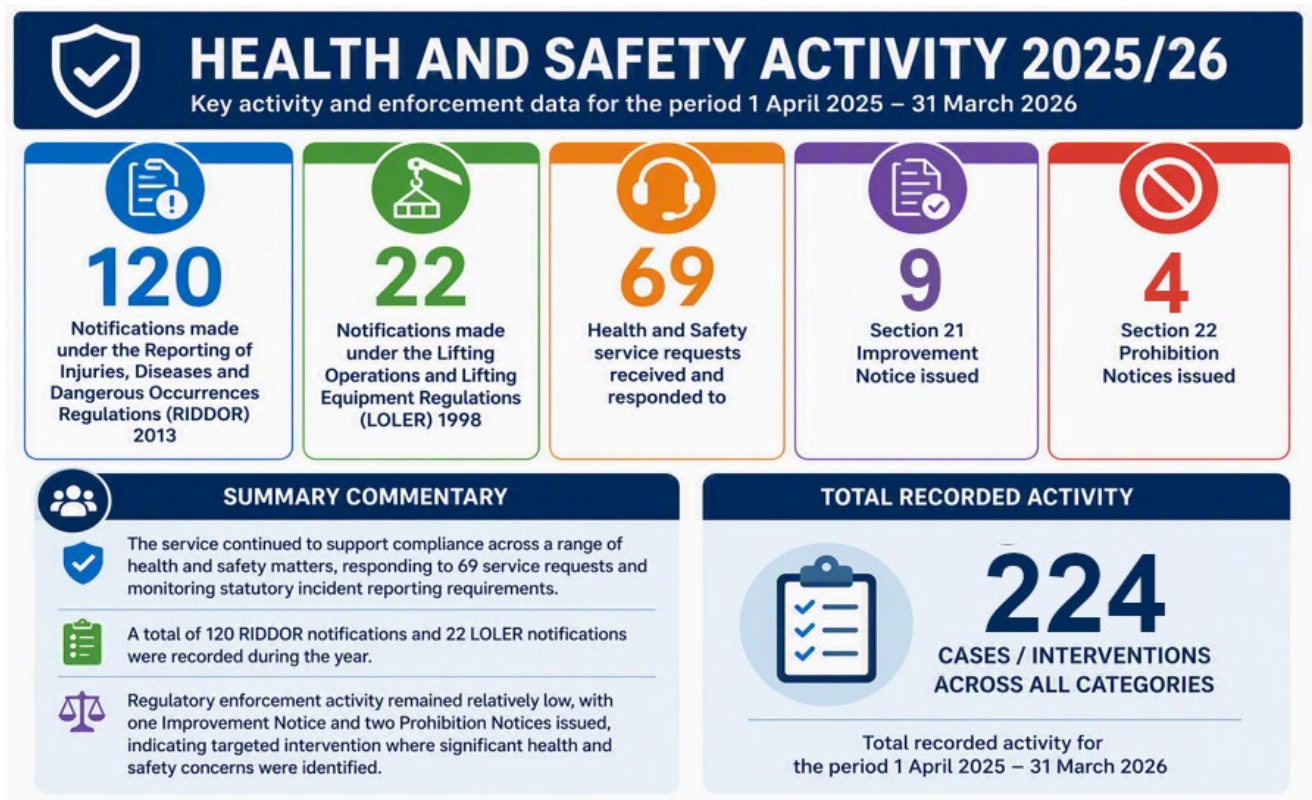
2.2.2 Health and Safety

Health and Safety regulation has changed significantly in recent years, with enforcement activity now largely confined to nationally identified priorities relating to high-risk sectors and issues, or intelligence-led interventions based on local concerns.

The Local Authority Circular (LAC), which sets out regulatory priorities for local authorities, has also evolved. The most recent LAC established priorities for a three-year period rather than the previous annual cycle, providing greater stability and enabling longer-term strategic planning for both local authorities and businesses.

Consequently, the number of proactive inspections undertaken by officers has reduced. There is no longer a requirement for local authorities to maintain registers of health and safety premises, and inspection activity is therefore predominantly informed by local intelligence, complaints, incident notifications, and other sources of information that indicate potential non-compliance.

Local authorities continue to retain the ability to intervene and take appropriate enforcement action where matters of evident concern are identified and there is a risk of serious personal injury. This ensures that regulatory resources remain focused on the highest-risk activities and workplaces, while supporting businesses to maintain safe working environments.



3. Background

3.1 Authority profile

Solihull Council is a metropolitan borough and unitary authority located in the West Midlands. The Council serves a diverse and growing population through the delivery of a wide range of local government functions, including adult social care, children's services, education, housing, public health, environmental services, planning, highways, community safety, and economic development. Employing approximately 6,000 staff, the Council is one of the borough's largest employers and plays a central role in shaping and supporting local communities.



Situated at the heart of the West Midlands, Solihull benefits from a unique combination of urban centres, established residential communities and extensive green belt land. As a constituent member of the West Midlands Combined Authority (WMCA), Solihull contributes to regional initiatives focused on economic growth, skills development, transport improvements, and regeneration. The Council works closely with neighbouring authorities, public sector partners, businesses, and voluntary organisations to deliver outcomes that benefit both residents and the wider region.

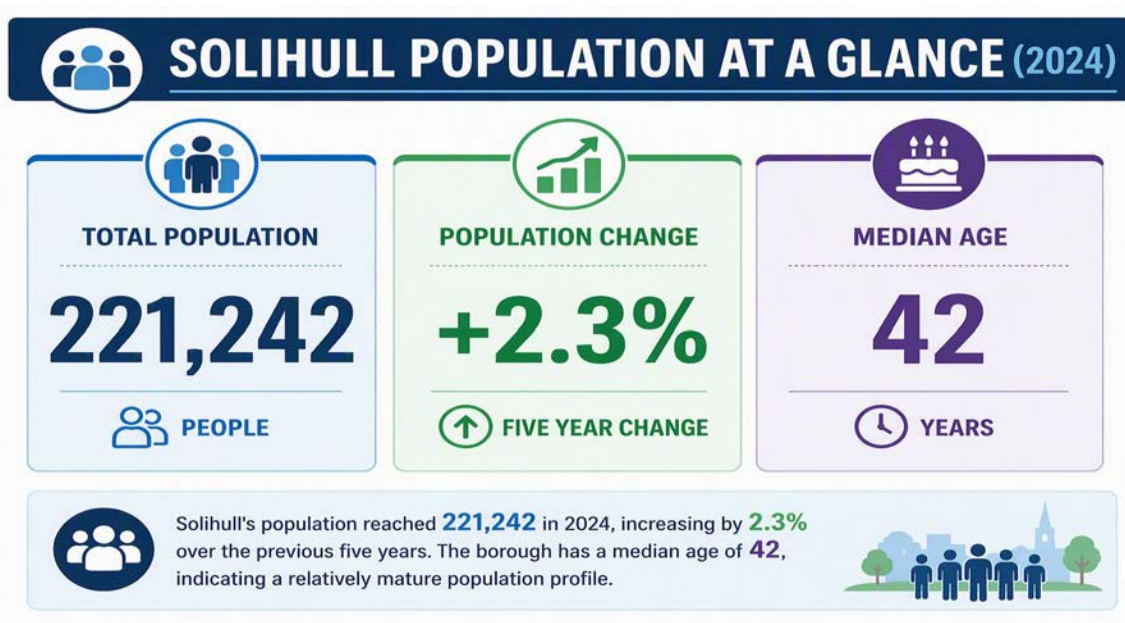


A defining feature of the borough is its exceptional strategic location. Solihull is home to nationally significant infrastructure and employment assets, including Birmingham Airport, Birmingham International Railway Station, key motorway connections via the M42, M6 and M40, and the National Exhibition Centre (NEC). The NEC and wider NEC Campus represent one of the borough's most significant economic assets. As the UK's largest exhibition and events venue, the NEC attracts millions of visitors each year and supports substantial levels of employment, business activity, and inward investment. The wider campus encompasses

an arena, hotels, conference facilities, leisure attractions, and commercial developments, making it a major contributor to both the local and regional economy. The site's strategic location adjacent to Birmingham Airport and Birmingham International Station enables it to host events of national and international significance, including the Birmingham 2022 Commonwealth Games and the forthcoming Invictus Games Birmingham 2027.

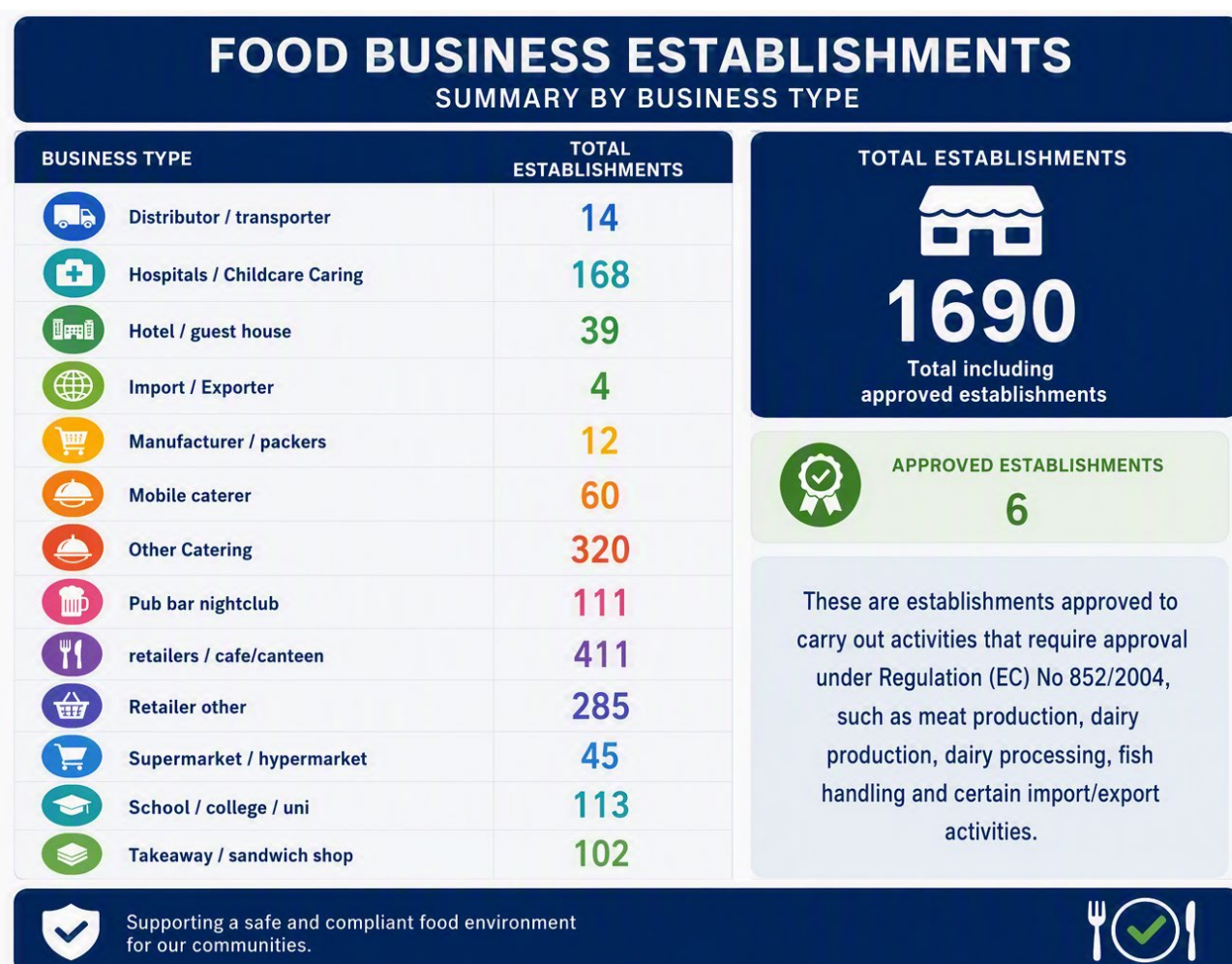
The borough is also home to major employers and internationally recognised businesses, including Jaguar Land Rover, further strengthening Solihull's economic profile. These assets contribute significantly to local economic activity and create a complex and dynamic food sector requiring effective regulatory oversight.





[Office for National Statistics]

3.1.1 Food profile



The approved establishments operate under Assimilated Regulation (EC) 853/2004 and are subject to enhanced regulatory requirements due to the handling of products of animal origin.

Responsibility for enforcing food safety, food hygiene and food standards legislation is shared between the Local Authority and the FSA. The Council is responsible for delivery of official food controls to 1,690 food businesses within the borough. Responsibility of health and safety is shared with the HSE in accordance with the Health and Safety (Enforcing Authority) Regulations 1998.

The service currently uses the Idox Uniform information management system to maintain its food premises database and record regulatory activity. During 2026/27, the system will migrate to a cloud-based platform, providing a front facing digital platform with enhanced functionality, resilience and accessibility while supporting the efficient delivery of regulatory services.

3.1.2 Port Health

Unlike neighbouring authorities, Solihull Council retains a Port Health function at Birmingham Airport (BHX). Although BHX is not designated as a Border Control Post, the Council continues to fulfil its statutory Port Health Authority responsibilities.



This work includes:

- Monitoring imported food products.
- Supporting national import control arrangements.
- Investigating illegal food imports.
- Responding to intelligence and referrals from national enforcement agencies.

These activities play a vital role in preventing unsafe or non-compliant food from entering the food chain, supporting national border controls, and protecting public health both locally and nationally.

3.2 Solihull's political and management structure

The Council operates a Leader and Cabinet model of governance. The Cabinet forms part of the Council's executive decision-making arrangements and is responsible for the strategic direction and delivery of Council services within the framework of the Council's Constitution, approved budget, and policy framework. The current composition of the Council is provided in Appendix 2.

Each Cabinet Member holds responsibility for a specific portfolio area and provides political oversight of services within their remit. The Food and Safety Team forms part of Regulatory Services within the Economy and Infrastructure Directorate. Councillor Wazma Qais is currently responsible for this portfolio.



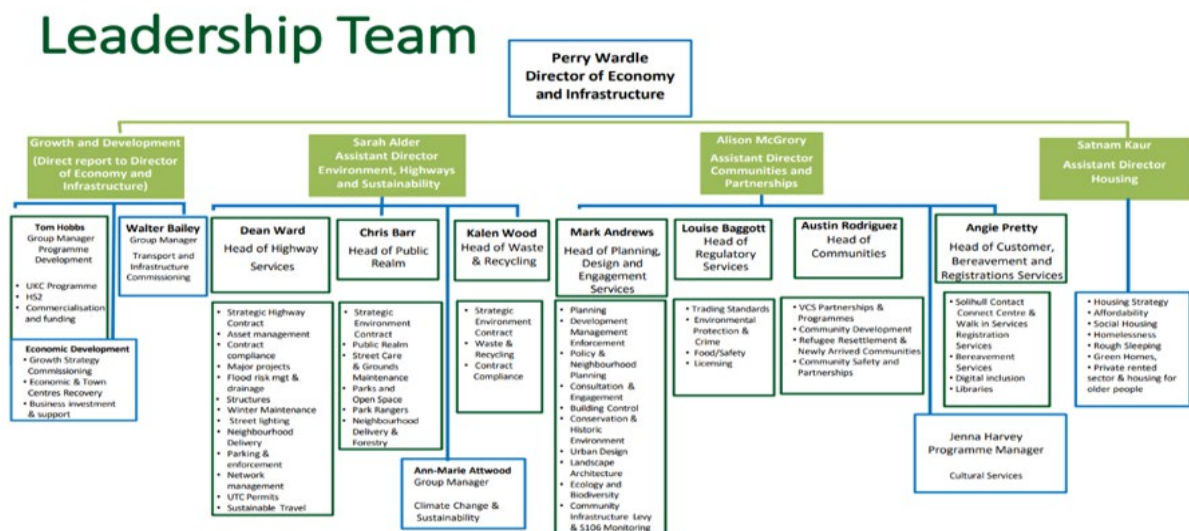
The service supports the Council's vision of "[Solihull: A Great Place to Live, Work, Invest and Enjoy](#)" by delivering statutory food safety, food standards, and port health functions, alongside a range of wider public protection responsibilities. Service performance is monitored through established corporate governance arrangements, including head of service oversight, service planning, and performance management processes, ensuring accountability, transparency, and continuous improvement.

Management responsibility is structured as follows:

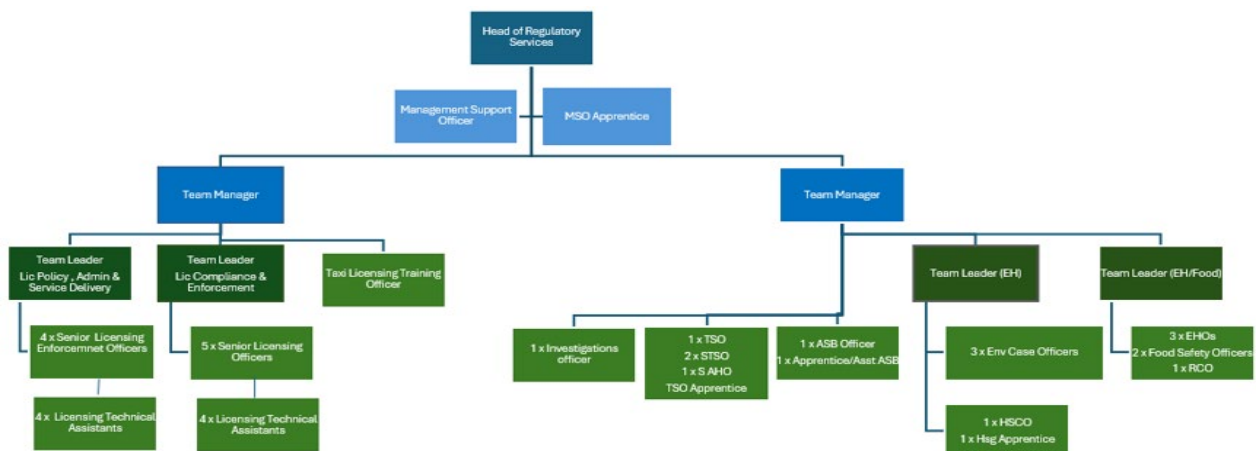
Corporate Leadership Team:



Directorate Leadership Team:



Regulatory Services:



Strategic oversight and performance management are provided through the Council's established governance and management arrangements.

3.3 Scope of the service

3.3.1 Food

The Food and Safety Team delivers a range of statutory food safety, food standards and port health functions to protect public health, safeguard consumers and support compliant businesses throughout the borough.



Feed controls are delivered in partnership with Trading Standards, which is responsible for inspection, compliance, and enforcement activity in relation to feed businesses operating within the borough.

In addition to its food law responsibilities, the Food and Safety Team delivers a range of wider public protection functions, including:

- Health and safety enforcement
- Sports grounds safety
- Licensing and regulation of cosmetic procedures

- Infection prevention and control
- Consultation and advisory functions relating to Safety Advisory Groups and other regulatory matters where public health considerations arise

3.3.2 Health and Safety

The Food and Safety Team delivers a comprehensive range of statutory health and safety functions to protect employees, residents, visitors, and consumers, while supporting businesses to comply with their legal responsibilities. The service works with businesses across the borough to promote safe working environments through a combination of regulatory oversight, advice, and guidance.

Officers investigate accidents, dangerous occurrences, complaints and notifications received under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). During 2025/26, the team received 120 RIDDOR notifications, several of which required complex and detailed investigations. These investigations are often unpredictable, time-consuming and resource intensive, creating fluctuating demands on the service and impacting the capacity available for planned regulatory activities.

Enforcement activity is increasingly intelligence-led and focused on nationally and locally identified priorities. The Team works with businesses to encourage compliance, while retaining the ability to take formal enforcement action where serious risks to health and safety are identified.

Through a balanced approach of education, engagement and enforcement, the service helps to reduce workplace risks, prevent injuries and ill health, and contribute to the wellbeing of employees, residents, and visitors across the borough.



3.4 Demand on the service

Over recent years, the Food and Safety Team has made significant progress in ensuring that food law interventions are delivered in accordance with the requirements of the FLCOP. Additional officer resources have enabled the service to reduce historic backlogs and improve alignment with the prescribed intervention frequencies for both food hygiene and food standards activities. As a result of this sustained improvement, the Council has successfully addressed the areas of concern identified by the FSA and is no longer subject to an FSA Action Plan.

During 2026/27, the service's priority will be to maintain compliance with the intervention programme and ensure that all due food hygiene and food standards interventions are completed within the timescales set out by the FSA. This will support the Council's objective of maintaining an effective, risk-based regulatory service that protects public health and consumer interests. The implementation of the FSA's revised food standards delivery model has resulted in a more intelligence-led and risk-based approach to regulation. This places greater emphasis on businesses identified as posing a higher risk to consumers or where there is evidence of non-compliance. As a result, the service anticipates an increase in follow-up interventions, revisits and other targeted regulatory activity for businesses requiring additional oversight.

Birmingham Airport continues to create an additional demand on the service through the Council's Port Health Authority responsibilities. Although the airport is not designated as a Border Control Post, the service continues to undertake imported food surveillance, investigate illegal food imports and respond to intelligence and referrals from national agencies. These activities remain an important component of the Council's public protection role.

Feed controls are delivered in partnership with Trading Standards, which is responsible for inspection, compliance, and enforcement activities relating to animal feed and feed businesses. There are currently 83 establishments registered within the borough. During 2025/26, Trading Standards conducted 7 inspections and interventions to assess compliance with feed hygiene and feed safety requirements.

The service will continue to utilise and develop its digital systems to support effective case management, intelligence recording, performance monitoring, and the submission of statutory returns to the FSA and HSE. Ongoing officer training and familiarisation with new systems and regulatory requirements will be undertaken to ensure consistency, efficiency, and compliance with national standards.

All food establishments will continue to be assessed and risk-rated following official control interventions, in accordance with the FLCOP. Food hygiene ratings will be maintained and published through the FHRS, providing consumers with information to make informed choices and encouraging businesses to maintain high standards.

The service is committed to supporting businesses through the provision of advice, guidance, and education. Officers will continue to promote compliance by directing businesses to appropriate resources and guidance and by providing proportionate support, particularly to new and developing businesses. This approach recognises the important contribution that food businesses make to the local economy while ensuring that public health protections are maintained.

The HSE has produced a range of guidance for enforcement authorities to create a targeted regulatory programme. The Code provides enforcement authorities with guidance on intervention and enforcement programmes to ensure a consistent and proportionate approach to regulation. Setting Government expectations of a risk-based approach to targeting health and safety interventions and enforcement. The Code provides a framework focusing regulatory resources based on risk via a range of different regulatory techniques and interventions.

Enforcement action will continue to be taken where standards fall below those required by legislation. In accordance with the Regulatory Services Enforcement and Prosecution Policy, interventions and enforcement decisions will be proportionate, consistent, transparent, and targeted, taking account of the risk posed to consumers and the wider public.

The service will also continue to explore opportunities to improve efficiency through the increased use of digital technologies and modern working practices, whilst ensuring that all statutory records and evidential requirements are maintained in accordance with FSA and HSE requirements.

3.5 Regulation and Compliance

The Council's Regulatory Services Enforcement and Prosecution Policy provides the overarching framework for the delivery of regulatory services, including food safety, food standards, port health and health and safety functions. The policy sets out the principles that guide officer decision-making, compliance activities, and enforcement action, ensuring a consistent, transparent, and proportionate approach across all regulatory functions.



The policy has regard to relevant legislative requirements, including the principles of the Human Rights Act 1998, and reflects the expectations of the Regulators' Code, promoting an approach that supports compliance, encourages economic growth, and targets regulatory activity where it is most needed.

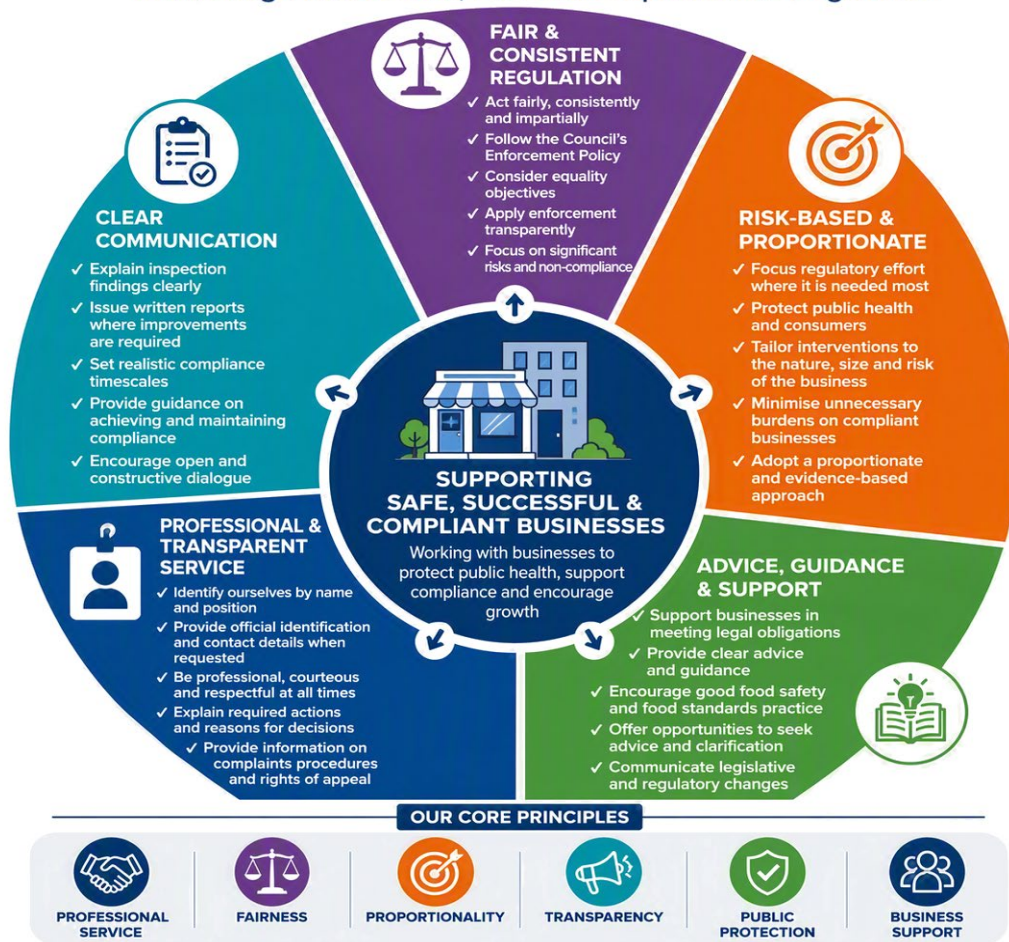
The Food and Safety Team applies the principles contained within the policy when undertaking inspections, investigations, advisory work, and enforcement activities. This helps ensure that regulatory interventions are fair, consistent, evidence-based and proportionate to the risks identified.

4. Service delivery

Responsibilities are delivered in a manner that is professional, transparent, consistent, and proportionate. The commitments below outline the principles that guide the Team's interactions with businesses and the standards of service that can be expected during inspections, investigations, and other regulatory activities.

OUR COMMITMENT TO BUSINESSES

Delivering Professional, Fair and Proportionate Regulation



These principles help ensure that regulatory activity remains focused on protecting public health and consumers, while supporting businesses to achieve and maintain compliance with food law requirements.

4.1. Intervention programmes

4.1.1 Food

In accordance with the FLCOP, food establishments within Solihull are subject to regulatory interventions designed to determine whether food-related activities are being conducted in compliance with food law and to ensure that risks to public health are appropriately controlled.

Interventions are undertaken using a risk-based and intelligence-led approach and are intended to monitor, support, and improve compliance with food legislation. They include a range of activities such as inspections, audits, sampling, surveillance, verification checks, advisory visits, and other official controls. The nature and frequency of interventions are determined in accordance with the requirements of the FLCOP and the level of risk presented by the food business.

The Food and Safety Team delivers separate intervention programmes for:

- Food Hygiene, focusing on the safety of food handling, preparation, storage, and processing activities
- Food Standards, focusing on food composition, authenticity, labelling, traceability, and the prevention of food fraud

Where practical, food hygiene and food standards interventions will be combined to minimise disruption to businesses and maximise the efficient use of resources. However, due to the differing requirements of each programme and the FSA's revised food standards delivery model, interventions may be undertaken separately where necessary.

All food establishments are risk rated in accordance with the FLCOP, with each risk category attracting a prescribed intervention frequency. The intervention programme is reviewed throughout the year to ensure regulatory resources are directed towards businesses presenting the greatest risk to consumers and public health.

While annual intervention programmes can be planned based on known premises and intervention frequencies, additional demands arise throughout the year. These include:

- Follow-up interventions and revisits arising from non-compliance identified during inspections
- Investigations triggered by complaints from consumers or businesses
- Foodborne illness investigations and outbreak control activities
- Responses to food alerts, food incidents, and product recalls
- Intelligence-led interventions arising from local, regional, or national enforcement activity
- New food businesses entering the borough and requiring registration, inspection, or approval
- FHRS revisits

As a result, the total number of interventions undertaken during the year will often exceed the number initially identified through risk-based programme planning.

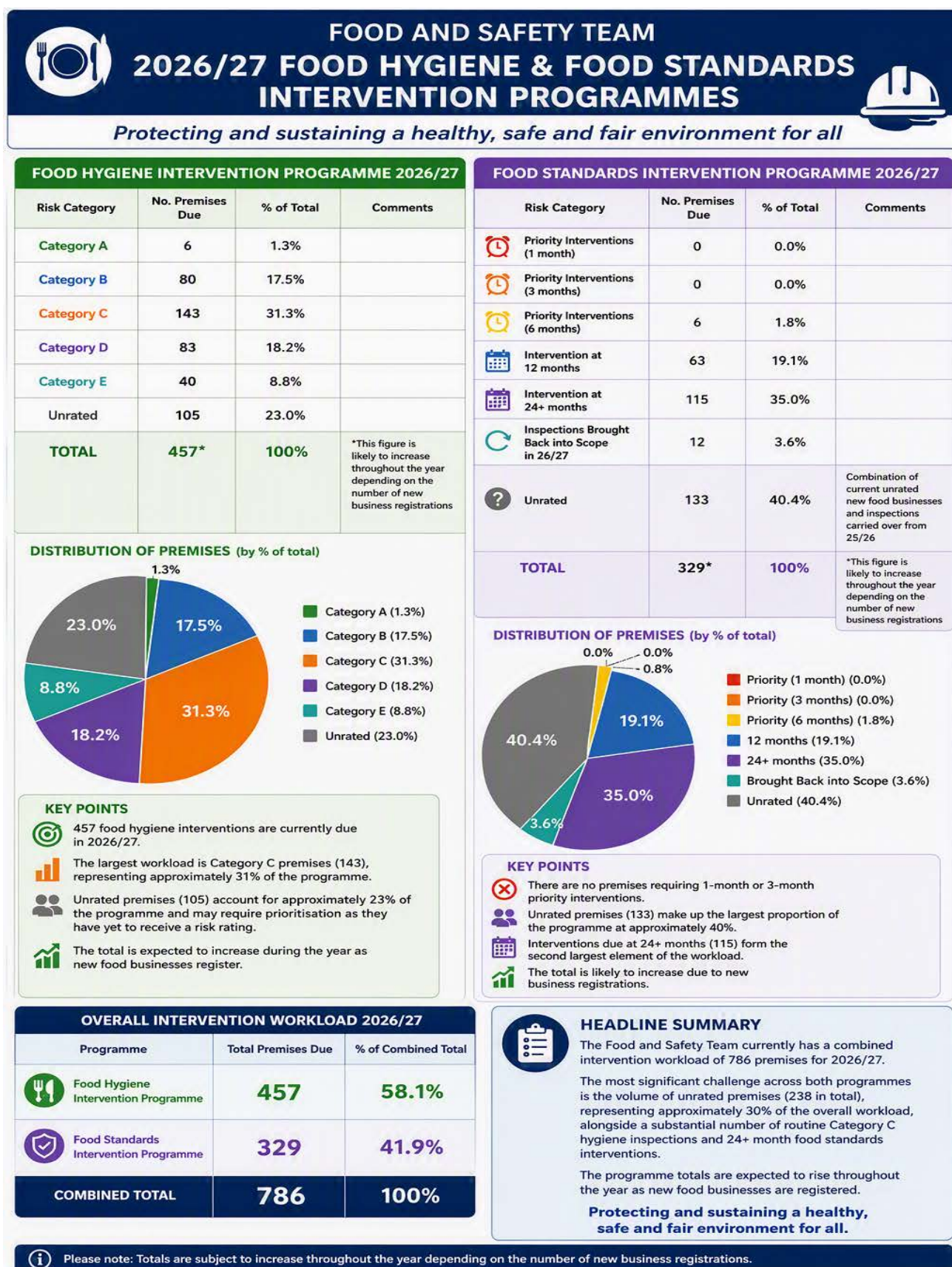
4.2 Revisits and follow up interventions

Revisits and follow-up interventions play an important role in assessing whether identified contraventions have been addressed and whether food businesses have achieved and maintained compliance. Revisits are in accordance with the FLCOP. The type and extent of follow-up action undertaken will depend upon the nature and seriousness of any deficiencies identified.

Where significant food hygiene or food standards contraventions are identified, appropriate enforcement action will be taken in accordance with the Council's Regulatory Services Enforcement and Prosecution Policy. This may include the service of statutory notices, formal cautions, prosecution, or other enforcement measures where necessary to protect public health and consumer interests.

The Council recognises that effective food law enforcement requires adequate resources and competent officers. Recent investment in staffing and service development has enabled significant progress in reducing overdue interventions and strengthening compliance with FSA requirements. During 2026/27, the service will continue to focus on maintaining intervention delivery in accordance with statutory requirements while responding effectively to emerging risks, local priorities, and its Port Health Authority responsibilities at Birmingham Airport.

Food hygiene interventions are prioritised according to risk. Premises are risk-rated from Category A (highest risk) to Category E (lowest risk), with intervention frequencies determined by the FLCOP. Category A premises will be subject to intervention every six months, while lower-risk premises will receive interventions at longer intervals based on their risk profile.



4.3 Food Complaints

The service aims to ensure a consistent and proportionate approach to the receipt, assessment and investigation of food complaints received from residents, visitors, and consumers within Solihull.

During the last year, the service received 427 food related service requests.

Each complaint is assessed on its individual merits to determine the most appropriate course of action and whether a formal investigation would represent a proportionate and effective use of available resources. Depending on the circumstances, the service may:

- Advise the complainant to pursue the matter directly with the retailer or manufacturer
- Refer the complaint to the relevant Home Authority or Primary Authority where the food has been manufactured or distributed outside Solihull
- Investigate the complaint in liaison with the relevant Home Authority or Primary Authority, with a view to determining whether further action is appropriate
- Undertake a full investigation where the food has been manufactured, prepared, stored or handled within Solihull
- Keep the report as intelligence on the retailer for a future inspection

Where appropriate, investigations may include examination of the food, inspection of the premises concerned, sampling and liaison with other enforcement agencies.

Some of our service requests are regarding hygiene standards and conditions within and around food establishments operating within the borough. These complaints may relate to:

- Poor food hygiene practices
- Unsatisfactory structural conditions within food premises
- Deficiencies in cleaning and maintenance
- Poor waste storage and management
- Rodent or other pest infestations

Many of these complaints are investigated through inspections undertaken by authorised officers. Investigations are conducted in accordance with the Regulatory Services Enforcement and Prosecution Policy, with appropriate action taken where breaches of food hygiene and standards legislation are identified. This work plays an important role in protecting public health, maintaining consumer confidence.

The Food and Safety Team will pursue investigations where one or more of the following circumstances apply:

- There is prima facie evidence of an offence under the Food Safety Act 1990 or associated food legislation, and the nature of the alleged offence gives rise to concerns regarding food safety, public health, or consumer protection
- The complaint relates to a food business with a history of non-compliance, and the circumstances indicate that formal investigation or enforcement action may be justified
- The matter presents a significant risk to public health or suggests wider issues with food production, processing, distribution, or handling

- There is sufficient evidence available to support a robust and proportionate investigation in accordance with the Regulatory Services Enforcement and Prosecution Policy

4.4 Advice to businesses

To complement its regulatory and enforcement functions, the Council provides advice and guidance to food businesses to help them achieve and maintain compliance with food safety and food standards legislation.

Advice is provided during routine inspections, revisits, business enquiries and through signposting businesses to nationally recognised guidance produced by the FSA, UKHSA and other professional bodies. The service seeks to support businesses in understanding their legal responsibilities and adopting good food hygiene practices to protect public health.

The Council recognises the importance of supporting both new and established businesses and aims to provide clear, consistent, and proportionate advice in accordance with its Regulatory Services Enforcement and Prosecution Policy.

4.5 Food sampling

Food sampling forms an important part of the Council's food safety and standards function and may be undertaken on both a reactive and proactive basis.

Reactive sampling may be conducted in the following circumstances:

- Investigation of consumer complaints
- During routine inspections where concerns are identified
- As part of the investigation of suspected food poisoning incidents or outbreaks
- In response to food alerts, intelligence, or emerging issues

Where resources permit, the service may also participate in local, regional, and national sampling studies coordinated by the FSA or UKHSA.

Details of the Council's planned sampling programme for 2026/27 are provided in Appendix 3.

4.5.1 Microbiological sampling

Microbiological sampling is undertaken to assess the safety of foods produced, prepared, and sold within the borough. Samples may be analysed for indicators of hygiene standards and the presence of foodborne pathogens.

Sampling activity helps identify potential risks to public health, assists businesses in improving food hygiene standards and provides assurance regarding food safety within the local food sector.

Sample results are interpreted in accordance with current guidance and appropriate follow-up action is taken where unsatisfactory results are identified.

4.5.2 Food standards and compositional sampling

Food standards sampling may be undertaken to verify compliance with food standards and consumer protection legislation. Sampling activity may include assessment of:

- Food composition and authenticity
- Labelling compliance
- Ingredient declarations and allergen information
- Food descriptions, claims, and product presentation

Where non-compliance is identified, the Council will take appropriate action in accordance with the Regulatory Services Enforcement and Prosecution Policy. This may include further investigation, additional sampling, advice, or formal enforcement action where necessary.

Sampling activity supports the Council's objective of protecting consumers, maintaining confidence in the food supply chain, and promoting fair trading practices across Solihull's food businesses.

4.5.3 Water sampling

Water sampling and regulation form part of the Council's statutory responsibilities under the Private Water Supplies Regulations. The Council is responsible for monitoring private water supplies within the borough to ensure that water intended for human consumption does not present a risk to public health.

The Council is required to submit an annual return to the Drinking Water Inspectorate (DWI) detailing private water supplies within its area. At the time of the most recent return, Solihull had:

- 16 single domestic dwellings supplied by a private water supply
- 2 commercial premises supplied by a private water supply
- 1 premises served by a private distribution system

The monitoring and regulation of these supplies is currently delivered through a service arrangement with Worcester Regulatory Services, as the specialist qualifications and competencies required under the Private Water Supplies Regulations are not currently held within the team.

Private water supplies are subject to a risk-based inspection and sampling regime, with frequency determined by the type of supply, its usage and any potential risks identified through the risk assessment process.

Details of the Council's contracted laboratory services for microbiological, food standards (compositional) analysis and Private Water Supply are provided in Appendix 4. These laboratories are appropriately accredited and are used to support the Council's food law enforcement, sampling, and investigative activities.

4.6 Infectious disease control

The Council works in partnership with the UKHSA to investigate notifications of suspected food poisoning, food-borne illness and other communicable diseases that may present a risk to public health.

The level and nature of the response will be determined by factors including:

- The nature and severity of the illness
- The number of cases involved
- Whether affected individuals are employed in high-risk occupations, such as food handling, healthcare, or childcare
- Any association with a food business operating within Solihull
- The compliance history of any food business implicated in the investigation

During 2025/26, the service received 96 relating to food poisoning and food-borne infectious diseases.

Investigations may include interviewing affected individuals, reviewing food histories, inspecting food premises, collecting samples, and liaising with UKHSA. Where appropriate, enforcement action will be considered.

Under the Public Health (Control of Disease) Act 1984 and associated legislation, authorised officers have powers to investigate and respond to circumstances where infection or contamination presents, or may present, a risk to human health. The service maintains arrangements with UKHSA and other stakeholders to ensure a coordinated and effective response to outbreaks and public health incidents.

4.7 Food safety incident and alerts

The Council receives notifications of food alerts, allergy alerts, and food incidents through the FSA's national Food Alert System.

All notifications are reviewed and assessed to determine whether any local action is required. Where Solihull businesses may be affected, the service will take appropriate action which may include:

- Contacting relevant food businesses
- Verifying the withdrawal or recall of affected products
- Undertaking inspections or investigations
- Providing advice and guidance to food business operators
- Liaising with neighbouring authorities, UKHSA and the Food Standards Agency

Food alerts and incidents are responded to promptly and proportionately, helping to protect consumers and maintain confidence in the food supply chain.

4.8 Health and Safety

To assist longer term planning, all national priorities will be kept in LAC 67/2 for three years. Health topics should be considered as a priority when allocating resources. The HSE identifies a number of national priority topics that enforcement authorities should consider when developing intervention strategies and service plans. These priorities support the delivery of a risk-based and intelligence-led approach to regulation and may be addressed through a range of interventions, including inspections, advisory visits, awareness campaigns, business engagement activities, and intelligence gathering, rather than solely through proactive inspection programmes. Current national priorities include:

- Occupational lung disease
- Legionella control

- Work-related stress
- Musculoskeletal disorders
- Workplace noise exposure

Safety priorities include:

- Planned preventive maintenance
- Safety in motorsport
- Inflatable amusement devices
- Trampoline parks
- Adventure activities
- Prevention of injuries involving large waste bins

Local regulatory activity will be targeted where intelligence, incidents, complaints, or local risk profiles indicate a need for intervention, ensuring that resources are focused on areas of greatest risk to employees and the public.

The move from an annual HSE LAC 67/2 guidance cycle to a three-year strategy (2026/27 to 2028/29) provides greater stability, consistency, and longer-term planning for both Local Authorities and businesses. For regulators, it supports better resource allocation, sustained intervention programmes, improved performance monitoring, and reduced administrative burdens. For businesses, it offers greater certainty about enforcement priorities, enabling more effective compliance planning, strategic investment in health and safety improvements, and a more proportionate, intelligence-led regulatory approach. Overall, the change promotes a more strategic and risk-based system focused on achieving meaningful health and safety outcomes.

Health and safety topics identified as national priority areas that are not included within the 2026/27 project programme will be promoted through targeted awareness-raising activities. These activities will include engagement through Safety Advisory Groups, communications via the Council's social media channels, direct mail campaigns, and other appropriate communication methods to support compliance and improve awareness amongst duty holders and stakeholders.

4.8.1 Proactive Inspections

Where local intelligence indicates that the risks identified in Annex B of LAC 67/2 are not being adequately controlled, proactive inspections will be undertaken to assess compliance and ensure appropriate risk management measures are in place.

4.8.2 Cosmetic body piercing registration

Under the Local Government (Miscellaneous Provisions) Act 1982, both practitioner and premises registration are required for businesses undertaking acupuncture, tattooing, semi-permanent skin colouring, and cosmetic body piercing activities. Registered persons are also required to comply with the Council's byelaws relating to these activities.

During 2026/27, officers will continue to assess risk assessments, training records, and infection prevention and control procedures as part of the registration process. This will help ensure that appropriate standards are maintained and minimise the risk of cross-contamination, including the transmission of blood-borne viruses and other infectious skin conditions.

As registrations are reactive and demand-led, the number of applications received during 2026/27 cannot be accurately predicted. However, during 2025/26, the service processed a total of 24 premises registrations and 43 practitioner registrations.

4.8.3 Sports ground safety



Under the Safety of Sports Grounds Act 1975, local authorities are responsible for issuing and enforcing safety certificates for designated sports grounds and regulated stands. There are currently no designated sports grounds within the borough; however, two regulated stands at Solihull Moors Football Club are subject to the Council's regulatory oversight.

The Club is supported through the Safety Advisory Group process and is subject to regular monitoring and inspection activities throughout the year to ensure compliance with relevant safety requirements.

In addition to hosting football fixtures, the venue has recently been used for large-scale outdoor events, including the Moors Tribute Fest, which attracts significant visitor numbers. The Council works collaboratively with event organisers, partner agencies, and other stakeholders to ensure that appropriate safety arrangements are in place and that all reasonably practicable measures are taken to protect attendees from injury and other risks to public safety.

4.8.4 Safety Advisory Group

The Safety Advisory Group (SAG) is a multi-agency forum established to provide advice, guidance, and coordinated support to event organisers across the borough. Its purpose is to promote compliance with relevant health and safety legislation and recognised good practice, ensuring that events are planned and delivered safely.

The Group adopts a collaborative approach to event safety, bringing together key council services and external partner agencies to identify and address potential risks associated with events. Chairing arrangements are determined according to the nature, scale, and location of the event, with responsibility assigned to the most appropriate service lead.

Membership of the Group varies depending on the specific requirements of each event but may include representatives from:

- Regulatory Services
- Parks and Open Spaces
- Highways
- Building Control
- Planning
- Emergency Planning
- West Midlands Police
- Transport for West Midlands
- West Midlands Ambulance Service
- West Midlands Fire Service

During 2025/26, a total of 614 events were held across the borough. The Safety Advisory Group played a key role in supporting organisers and facilitating effective partnership working to help ensure events were delivered safely and in accordance with relevant legislative and operational requirements.

4.9 Primary and home authority

The Council supports the principles of Primary Authority and Home Authority arrangements. Where relevant, officers will consult Primary Authorities regarding assured advice, inspection plans, and proposed enforcement action, and will liaise with originating authorities to ensure a coordinated and consistent regulatory approach.

The Council does not currently hold any Primary Authority partnerships.

4.10 Service improvements

During 2026/27 the Team will continue to explore implementation of BEAM, an Artificial Intelligence (AI) enabled inspection recording system.

The technology has the potential to:

- Improve inspection efficiency
- Enhance record quality and consistency
- Reduce administrative burdens
- Maintain compliance with FLCOP and LAC requirements for accurate and auditable records

As the same time the Team will continue its programme of service improvement through the planned migration to the cloud-based version of its information management system. Alongside the potential implementation of BEAM, this will support greater efficiency, improved data management, and enhanced service resilience.

4.11 Liaison arrangements

The Council is committed to delivering a consistent, transparent, and proportionate food law enforcement service in accordance with statutory guidance and the principles of good regulation.

The service recognises the importance of collaboration with enforcement partners and professional bodies to ensure consistency of approach, share best practice and respond effectively to emerging issues.

Officers actively participate in regional and national liaison arrangements, including:

- West Midlands Food Liaison Group
- West Midlands Health and Safety Liaison Group
- Health and Safety Executive (HSE)
- UK Health Security Agency (UKHSA)
- Food Standards Agency (FSA)
- Chartered Institute of Environmental Health (CIEH)
- Professional networks and working groups across the West Midlands region
- Regulatory services from neighbouring local authorities

The service also contributes to consultation exercises undertaken by Government departments, the Food Standards Agency, the Health and Safety Executive, Local Government Association, and relevant professional bodies, where appropriate

5. Finance

Food and Safety enforcement activities are delivered as part of the wider Regulatory Services function within the Council. Resources are allocated in accordance with the Council's approved budget to ensure statutory food safety responsibilities are delivered effectively and proportionately.

Food and Safety law enforcement is delivered alongside several related regulatory functions, enabling resources to be deployed flexibly in response to statutory requirements, local priorities, and emerging public health risks.

Services delivered through the wider Regulatory Services function include:

- Licensing
- Environmental Compliance (inc Private Rented Housing)
- Trading Standards
- ASB (Public Realm)

The Council seeks to ensure that sufficient resources are available to meet its statutory obligations under food law. Service delivery is based upon a risk-based approach, with priority given to activities that present the greatest potential risk to public health and consumer protection. Resource requirements are reviewed regularly to ensure the service remains responsive to changing legislation, local business profiles, and emerging risks.

The delivery of these regulatory functions is supported by a revenue budget of £465,230 for 2026/27.

5.1 Resourcing

The service is responsible for ensuring that appropriately qualified and competent officers are available to deliver the Council's statutory food and safety responsibilities, whilst maintaining compliance with the FSA's FLCOP, Health and Safety at Work etc Act 1974 and associated regulations and guidance.

The organisational structure of the Food and Safety Team service illustrates how food and non- food functions are managed and delivered within the Council.

Post	Total FTE	Food FTE	Non-Food FTE
 Team Leader	1.00	0.60	0.40
 Senior Food Safety Officers	5.48	4.11	1.37
 Regulatory Support Officer	1.00	0.50	0.50
Total	7.48	5.21	2.27

Resource Split

- Food activities: 5.21 FTE (69.7%)
- Non-food activities: 2.27 FTE (30.3%)

6. Competency

The Council operates a robust framework of authorisation, supervision and competency assessment to ensure that officers undertaking food, and health and safety enforcement activities are suitably qualified, competent and authorised in accordance with the FSA's FLCOP and Section 18 of the Health and Safety at Work etc. Act 1974.

Only officers who possess the necessary qualifications, training, experience, and competence are authorised to undertake official food controls and health and safety enforcement activities. The scope of an officer's authorisation is determined by their individual competency benchmarked against a competency standard in the FLCOP, qualifications, experience, and operational responsibilities.

Competency assessments are undertaken by the Team Leader, with ongoing reviews conducted at appropriate intervals to ensure that competency standards are maintained and developed throughout an officer's career.

Regular supervision, accompanied inspections, case reviews and monitoring exercises are undertaken to promote consistency, support professional development, and provide assurance that enforcement activities are carried out in accordance with statutory requirements, corporate policies and recognised best practice. Where development needs are identified, appropriate training, mentoring and support will be provided.

Authorisation records are maintained and reviewed to ensure that officers undertake only those duties for which they are appropriately qualified and competent.

Through these arrangements, the Council is committed to ensuring that all officers engaged in food and health and safety regulatory activities maintain the knowledge, skills, experience and competency necessary to deliver effective, proportionate and consistent enforcement interventions in accordance with the FSA's FLCOP, the Health and Safety at Work etc. Act 1974 and associated guidance.

6.1 Staff development

The Council recognises that the effectiveness of its food and health and safety enforcement services is dependent upon maintaining a competent, skilled, and appropriately qualified workforce. Continuous professional development is therefore regarded as a key component in ensuring the delivery of high-quality regulatory services and compliance with statutory requirements.

Training and development needs are identified and reviewed through a competency standard, regular one-to-one meetings, supervision sessions, accompanied inspections, and annual performance development reviews. These processes help ensure that officers maintain the knowledge, skills and competencies required to undertake their regulatory responsibilities effectively.

In accordance with the FSA'S FLCOP, officers undertaking official food controls are required to complete a minimum of 20 hours of Continuing Professional Development (CPD) each year, with at least 10 hours directly related to core food matters relevant to their role.

Similarly, officers engaged in health and safety enforcement activities are expected to maintain and develop their professional competence in accordance with Section 18 of the Health and Safety at Work etc. Act 1974, the HSE's National Local Authority Enforcement Code, and relevant Local Authority Circulars.

Training and development activities may include formal training courses, professional conferences, liaison group meetings, standardisation exercises, legislative updates, peer learning, technical workshops, and self-directed study. Records of training and CPD activities are maintained and monitored to ensure compliance with competency requirements and to support the ongoing development of officers.

Through these arrangements, the Council seeks to ensure that officers remain competent, informed and equipped to deliver food and health and safety enforcement services that are effective, consistent and in accordance with current legislation, guidance, and best practice.

How We Maintain Competence

 Learning	 Experience	 Networking	 Knowledge Sharing
Internal Training	Mentoring	Liaison Groups	Cascade Training
External Courses	Joint Inspections	Conferences	Project Work
FSA Events	Accompanied Visits	Standardisation Exercises	Cross-Service Learning
Self-Directed Research	Practical Experience	Professional Seminars	Team Briefings

The service actively supports officer participation in local, regional, and national standardisation exercises to promote consistency and ensure enforcement activities are delivered in accordance with current legislation, codes of practice and best practice guidance.

Officers attending external training events are encouraged to share knowledge and learning with colleagues through team meetings, briefings, and other development activities. This helps to maintain a consistent approach to service delivery and ensures that legislative and procedural updates are disseminated effectively across the team.

7. Quality assessment

The Council is committed to delivering food and health and safety enforcement services that are consistent, effective, proportionate and in accordance with the FSA FLCOP, the Health and Safety at Work etc. Act 1974, relevant Local Authority Circulars, and other applicable statutory guidance.

A range of quality assurance measures are in place to monitor service delivery, assess officer competency and performance, and promote consistency in the application of regulatory interventions. These arrangements support the maintenance of professional standards and drive continuous service improvement.

Quality assurance measures include:

- Internal audits and service reviews
- Accompanied inspections
- Inspection and case file monitoring
- Review of correspondence and enforcement decisions
- Officer supervision and case reviews
- Participation in West Midlands Food and Health and Safety Liaison Group - training, benchmarking, and standardisation exercises
- Peer review and benchmarking with neighbouring authorities
- Food Standards Agency (FSA) and Health and Safety Executive (HSE) assurance and audit activities

The service also undertakes periodic reviews to assess compliance with the FLCOP, Food Law Practice Guidance, the Health and Safety at Work etc. Act 1974, Local Authority Circulars, and other relevant legislative and regulatory requirements. Where internal or external audits identify opportunities for improvement, these are addressed through service improvement plans, management action, and targeted training, as appropriate.

Overall, these arrangements provide assurance that food, health, and safety regulatory activities are delivered in a consistent, transparent and effective manner, in line with statutory requirements and recognised best practice.

7.1 Performance management and review

Food and Health and Safety enforcement activities are delivered within the Council's wider performance management and governance framework.

Service objectives, priorities and resource requirements are identified through the annual Service Plan and broader Regulatory Services planning processes. Progress against these objectives is monitored throughout the year to ensure that statutory obligations are met and that resources are targeted effectively to address local priorities and risks.

Performance is monitored through a range of management and quality assurance mechanisms, including:

- Team meetings
- Regular supervision and one-to-one meetings
- Management review of workloads, performance, and service priorities
- Monitoring of inspection, intervention, and project programmes
- Review of complaints, food incidents, and enforcement activities
- Budget monitoring and resource planning
- Annual service planning and review processes

Where performance monitoring identifies areas requiring improvement, appropriate corrective action will be implemented. This may include revisions to procedures, staff training and development, reallocation of resources, service improvement initiatives, or the incorporation of specific actions within future service plans.

Overall responsibility for service performance rests with the Head of Service, who is responsible for overseeing delivery against service objectives, statutory requirements, and key performance indicators, and for ensuring that the service continues to operate effectively and efficiently.

In addition to the Council's internal performance management arrangements, food and health and safety enforcement activities are subject to external scrutiny through statutory returns submitted to the Food Standards Agency (FSA) and the Health and Safety Executive (HSE). These returns provide assurance that regulatory activities are being delivered in accordance with national frameworks and expectations, enabling effective oversight of local authority regulatory functions and supporting the identification of emerging risks, trends, and national priorities.

Our vision: Solihull - a great place to live, work, invest and enjoy

Our values: Ambitious Adaptable Respectful Trustworthy

Our seven ambitions



The right conditions for everyone to thrive



Services that people need in the right place at the right time



Children and young people have the best possible outcomes



Adults are supported to maximise wellbeing and independence



A vibrant economy with improved access to opportunities



Opportunities and fairer outcomes by acting on climate change



An attractive and aspirational place

How we will work



Achieve financial sustainability



Deliver our corporate transformation programme



Take preventative action and address inequalities



Work with partners to get the best for Solihull

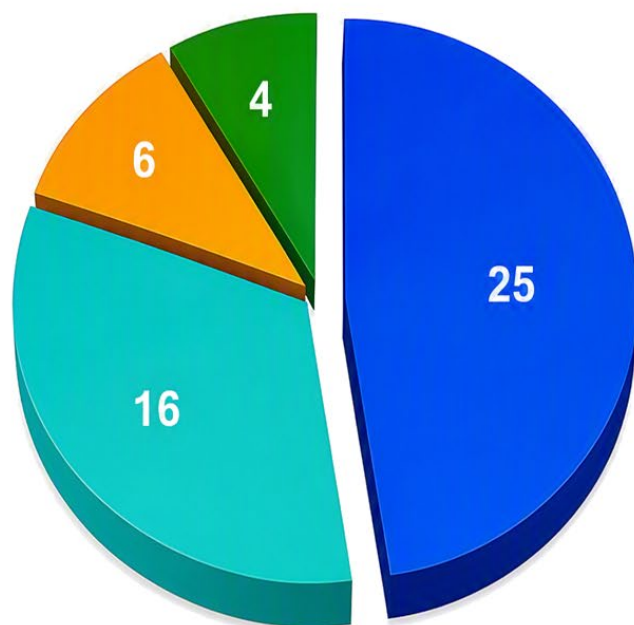
Being ambitious for Solihull children is central to our work as a Council

Appendix 2 Composition of the Council

Election results by party		
Party name	Seats won	% of votes
 Conservative	25	35%
 Reform UK	16	32%
 Liberal Democrats	6	11%
 Green Party	4	16%
 Labour	0	6%
 Independent	0	< 1%
Turnout:		45%

Share of newly won seats

 Conservative
  Reform UK
  Liberal Democrats
  Green Party



[Solihull Borough Council Election – Thursday 7th May 2026]

Appendix 3 Sampling programme 26/27

Sampling timetable 2026-27

Project No.	Organising body	No.	Survey / location	Detail	A	M	J	J	A	S	O	N	D	J	F	M
1	FWEM		86	Rice, noodles and pasta Study												
2	FWEM		87	RTE Raw Fish Study												
3&4	SMBC	9	Victoria Farm	Milk, Cream, Water, Bottles												
5	PWS		Lady Lane Wharf	PWS - sampling carried out by external body												
6	PWS		Bentley Manor	PWS - sampling carried out by external body												
7	SMBC / FSA		Imported Food	Where necessary following checks or guidance from FSA												
8	FWEM		XR47	Spa Pools and Hot Tubs												
9	SMBC / FSA		Subject to further intel	Intelligence-led activity												

Appendix 4 Contracted specialist services

Public Analyst

Eurofins Public Analyst Services  154 Business Park, Valiant Way, Wolverhampton, WV9 5GB

 01902 627200

 info@publicanalystservices.co.uk

Role: Food analysis, food standards investigations, formal samples, and evidential testing.

UK Health Security Agency (UKHSA)

UKHSA Colindale

 61 Colindale Avenue, London, NW9 5EQ

Role: National microbiology, epidemiology and outbreak investigation support.

UKHSA Heartlands

 Bordesley Green East, Birmingham, B9 5SS

Role: Regional health protection, infectious disease surveillance and outbreak management.

Worcester Regulatory Services

 Finepoint Way, Wyre Forest House, Kidderminster, DY11 7WF

 01905 822799

Role: Private water supplies