

Food, Health and Safety



Workplan 2024-2025

 Pendle
Borough Council

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2024/2025 Workplan Approved by:



Michael Duck- Food Lead Officer and Commercial Team Leader



Phillip Spurr- Director of Place

1.0 Introduction

The purpose of the work plan is to set out how the Council delivers official controls and fulfils its duty under the food safety, health and safety and public health legislation. It is based on the elements required by the Food Standards Agency (FSA) Framework Agreement, but covers all areas undertaken by the Environmental Health Commercial Team.

The Food, Health and Safety Workplan relates to the year commencing 1st April 2024 and ending 31st March 2025.

The purpose of the plan is provide:

- Information about the scope of the service.
- Information about the services provided.
- Information about the means of service provided.
- Information about performance of the Food Service against Performance Target set out in the plan as well as against national or locally defined Performance Indicators.

The Food, Health and Safety Workplan is usually produced annually, but remains under constant scrutiny and updating to allow for the meaningful review of progression, in accordance with the requirements of the FSA's "Framework Agreement on Local Authority Food Law Enforcement".

1.1 Service aim and objectives

The Food Safety Service Plan is Pendle Borough Council's continued commitment to food hygiene, whilst protecting the public and residents.

The Food Safety Service Plan is prepared in accordance with paragraph 2.4 of the Food Law Code of Practice (2023).

The purpose of the plan sets out how Pendle Borough Council will deliver Official Controls within the area.

The service plan notes paragraph 6 of The Regulators Code, published in April 2014, which states "Regulators should ensure their approach to their regulatory activities is transparent".

Pendle Borough Council's Food Service Plan is informed by the principles of:

- Proportionately- in applying the law
- Consistency- of approach
- Targeting- of enforcement action
- Transparency about how we operate and what those regulated may expect

The Food Safety Service Plan supports the vision of the Council's Corporate Plan 2023-2027 to provide "Good Growth" and "Healthy Communities". By working with partners to improve health and wellbeing. Whilst achieving economic prosperity, through strengthening our links with local businesses, signposting and supporting them to succeed. [Corporate Plan 2023-2027 | Pendle Borough Council](#)

In 2011 The Better Regulation Office Delivery Office placed food hygiene at Number 5 in their five priorities regulatory outcomes for England.

2.0 Background and Organisational Structure

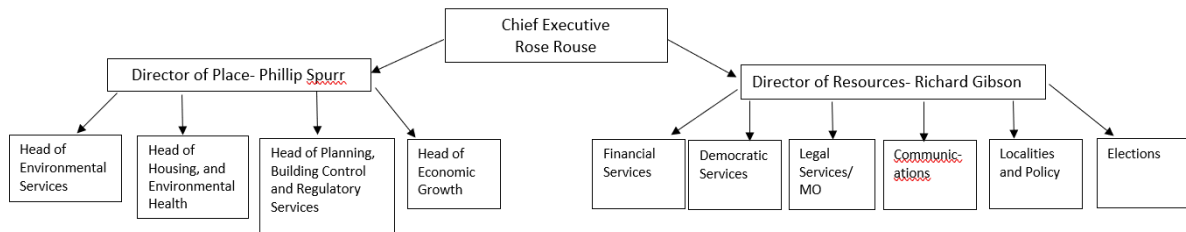
Pendle is located within Lancashire, on the southern edge of the Yorkshire Dales and is set within an area of Outstanding Natural Beauty. The Borough's three main towns are Nelson, Colne and Barnoldswick- each with their own individual character, and each an integral part of the Borough's makeup. It's a place where different histories and cultures come together and shape a diverse and vibrant modern community.

The current population of the Borough of Pendle is 92,112

2.1 Organisational Structure

The Council consists of 33 Elected Members with a shared administration with the Independent Group and Liberal Democrat Party.

Organisational chart of the Council is made up as follows:



2.2 Structure of Housing and Environmental Health Services

The structure of the Commercial Team within the Housing, Health & Engineering Services:



The characteristics of the Commercial Team consists of:

Role	Responsibilities	Numbers
Commercial Team Leader	Food, Infectious Diseases', Health and safety, Air quality, permitting, contaminated land, animal licensing, and statutory nuisance	1
Environmental Health Officers- Food Safety	Food, sampling, infectious diseases, health, and safety.	1
Environmental Health Officer Post currently vacant	Seeking to appoint vacant post	2

Technical Officer- Food Safety- Currently vacant post filled by a consultant	Food, sampling, infectious diseases, health, and safety.	1
Trainee Technical Officer Food Safety	Currently training for Higher Certificate in Higher Education in Food Safety and Food Law. With responsibilities for food sampling, complaints, and support.	1
Environmental Protection Officer Environmental Protection	Air quality, permitting, contaminated land, animal licensing, and statutory nuisance	1
Technical Officer- Environmental Protection	Air quality, permitting, contaminated land, animal licensing, and statutory nuisance	1

3.0 Review of 2023/2024 and forecast work for 2024/2025.

3.1 Food Hygiene Interventions

The Food Team usually carries out Official Food Controls as part of the inspection programme, drawn up annually on the 1st of April each year. To coincide with the reporting requirements of the Council's Performance Indicators and Local Authority Enforcement Monitoring System (LAEMS). The inspection programme is based on the risk rating of premises.

The table below details the actual number of official controls completed in 2023/2024 and the forecast number of official controls for 2024/2025.

PROGRAMMED WORK		Actual 2023/24	Forecast 2024/2025
Food Interventions	High risk Category A	8	0
	High risk Category B	50	29
	High risk Category C	128	62
	Medium risk Category D	205	97
	Low risk E and outside	62	79
Total		453	267

The key objectives for the coming year in relation to programmed inspections and enforcement work are:

- New businesses – overdue from previous year and those we become aware of during 2024/25.
- Category A risk rated premises.
- Category B risk rated premises.
- Non-broadly compliant Category C premises.
- Broadly compliant Category C rated premises.
- Non-broadly compliant Category D premises.
- To revisit all premises receiving a Food Hygiene Rating of 2 or lower to assess compliance.
- To inspect or use of alternative strategy questionnaire for any low-risk premises where local intelligence highlights a potential issue with compliance levels.

3.2 Non-programmed work

Details of all food non-programmed work completed for 2023/2024 and forecast for 2024/25 are covered in the table below:

NON-PROGRAMMED WORK		Forecast 2023/24	Actual 2023/24	Forecast 2024/25
General	Export certificates	9	3	3
	Revisits	27	56	60
	Complaints/Advice	56	98	120
	Advice (paid for)	0	0	0
	Business advice visit	0	6	10
	New registration/unrated	53	105	100
Food Hygiene Rating Scheme (FHRS)	Enquires	1	1	1
	Re-score, re-inspections	23	42	50
	Appeal requests	3	2	3
	Right to reply	1	0	1
Food and environmental sampling		0	28	0
Export audit visits		0	0	0

Food complaints- All food complaints are dealt with in accordance with the Food Law Code of Practice (England) 2023, having regard also to the Councils Enforcement Policy.

3.3 Infectious Disease Investigations (ID's)

The table below details the total number of infectious diseases notifications received and investigated in 2023/2024 and forecasted in 2024/2025.

NON-PROGRAMMED WORK	Forecast 2023/24	Actual 2023/24	Forecast 2024/25
Official notification	93	106	100
Unofficial notification	2	3	3
Investigation & enquiries	95	109	103
Visits	0	0	0

3.4 Health & Safety

The following tables below detail both programmed and non-programmed health and safety work forecast and completed for 2022-2023 and 2023-2024.

PROGRAMMED WORK		Forecast 2023/24	Actual 2023/24	Forecast 2024/25
Health & Safety interventions	High risk premises	8	2	2
	Skin piercing	2	1	2

3.5 Non-programmed health and safety work

NON-PROGRAMMED WORK		Forecast 2023/24	Actual 2023/24	Forecast 2022/25
General	H&S inspections	2	2	2
	Revisits	7	2	3
	Advice	5	8	7
	Complaints	4	20	20
	Smoke free	1	0	1
Skin Piercers	Enquires	2	0	0
	Complaints	0	0	0
	New skin piercing registrations	2	1	2
Accidents	Reported	24	32	30
	Investigated visit	9	5	5

3.6 Food/Health and Safety Enforcement during 2023/2024

Whilst officers of Pendle Borough Council endeavour to support, educate and encourage businesses to meet their legal requirements. On occasions we need to take enforcement action in a proportionate, consistent, and fair way, in accordance with the Council's Enforcement Policy. Below details the enforcement action taken by the Commercial Team in 2023/2024.

Work Area	Food	Health & Safety
Voluntary Closure	0	0
Written Warnings	74	3
Improvement Notices	82	1
Prohibition Notices / Order	0	1
Simple Cautions	2	0
Prosecutions Completed	1	0
Prosecutions Instigated	2	0
Remedial Action Notices	0	0
Seizure and Detention Notices	3	0
Suspension/revocation of approval or licence	0	0
Imported Food Notices	0	0

3.6.1 Food Hygiene Prosecutions

Prosecution

The Council instigated formal prosecution proceedings against a Food Business Operator (FBO) for ten food hygiene and safety offences. For, failing to provide adequate staff supervision/training, cleanliness, temperature control, food storage and safety.

Chief's Health Kitchen was fined £4,000, £1,500 costs and £1,600 victim surcharge – a total of £7,100. With the FBO charged in the personal capacity and was given a £230 fine, ordered to pay £1,500 costs and a £92 victim surcharge – a total of £1,822.

Mr Hussain was given a £230 fine, ordered to pay £1,500 costs and a £92 victim surcharge – a total of £1,822.

Councillor Asjad Mahmood, Leader of Pendle Borough Council, said: "Businesses which don't operate within food safety regulations will not be tolerated.

"It's vitally important that we protect customers from food businesses which put people's health at risk."

Councillor Mohammad Ammer, Executive Portfolio Holder for Housing, Health and Wellbeing, said: "Our Environmental Health team works hard to ensure the public's safety and are on hand to give businesses the advice they need to ensure that they are compliant with food law."

3.6.2 Health and Safety Prosecutions

Prosecution

No business workplaces or other similar organisations have been prosecuted in the last financial year and with none are pending.

3.6.3 Fatal accident investigation

There has been one unfortunate workplace fatality at an event. Whereby, an employee was riding on the rear tailgate of a transit van, who fell off receiving head injuries. The injured party attended hospital and sadly later died of head injuries. The Coroner reported death by “misadventure”, with the incident still being investigated by officers of the Council.

3.6.4 Enforcement policy

The Council is committed to the Principle of Good Enforcement and the Regulator’s Code. Enforcement will be undertaken in accordance with the Council’s Enforcement and Housing, and Environmental Health Services Enforcement Policies. The Council Enforcement Policy is available on request and is currently under review, whereupon it is due to be published once agreed by Committee. The previous enforcement policy was issued in 2021. Taking into consideration the principles of the Enforcement Concordat and the Regulators Compliance Code.

3.7 Performance Indicators 2023/2024

Ref No.	PI Description	Target (%)	Achieved (%)
HHED 2	Percentage of new food premises inspected within 28 days of opening	85	64.3
HHED 3	Food premises inspected in accordance with the food law enforcement service plan	85	81.1
HHED 6	Percentage of premises scoring 3 or higher on the National Food Hygiene Rating Scheme (NFHRS).	88	84.3

The project targets as identified within the Performance Indicators (PI’s) and food safety workplan have not been achieved during 2023/2024. The justification is the correlation of between available resources to deliver the programme against total number of official controls (inspections) due.

A business case has been approved for two additional food officers, who will be taking up the posts in a couple of months. Providing additional resources and supporting delivery of our official food controls for 2024/2025’s workplan. The previous business case supported the continuation of temporarily employing a contractor to fill the vacant technical officer position.

3.8 Review against the Service Plan

The Service Plan is a living document that will be reviewed from time to time, where there is a significant impact to resources and at least on an annual basis.

Performance against this Service Plan is monitored by several means:

- Monthly team meetings.
- Monthly one to ones with individual team members.
- Informal team briefings with officers held on a regular basis.
- Reporting on PI's and milestones every quarter and Performance Clinics.

The FSA require local authorities to submit a Temperature Check Survey at the end of Quarter 2 and Quarter 4. To ensure that Local Authorities are on track and resourced to deliver official food safety controls.

The FSA has the legal power to take over the management of the food service from local authorities who fail to achieve satisfactory levels of performance in terms of the enforcement of food hygiene legislation.

3.9 Use of external services

During the course of delivering official controls provisions are made for external specialist laboratory services:

Provision	Laboratory
Food Examiner	UKHSA (formerly known as Public Health England) Food, Water and Environmental Microbiology Laboratory, York
Public Analyst	Lancashire County Council Scientific Services, Pedders Way, Preston, Lancashire PR2 2TX

3.10 Accessing the Service

The Commercial Team is based in Nelson. Customers can access the service in person by attending the Council Offices at Number 1.

Office	Opening Times
Number One/Town Hall Market Street Nelson Lancashire BB9 7LG	Town Hall- 08:45am to 5:00pm Number 1- Monday to Thursday- 08:45am to 5:00pm Friday- 08:45am to 4:45pm
Contact Details	
Office hours	01282 661 661

Out of hours emergency	01282 661 999
Email	environmental.food@pendle.gov.uk
Website	www.pendle.gov.uk

4.0 Service Delivery

4.1 Programmed Work

Scope of the Food Team

The scope of the respective component parts of the Food Team are detailed below:

- Enforcement of relative food safety and food hygiene legislation in food establishments in Pendle.
- Registration of food businesses and approval of premises subject to compliance with product specific legislation such as meat products, fish, shellfish, fishery products, eggs and dairy products.
- Implementation of the National Food Hygiene Rating Scheme.
- Investigation of food complaints that relate to fitness of human food for consumption and complaints that relate to the nature, substance or microbiological quality of the food, taking appropriate action as necessary.
- Investigation of sporadic cases of food-related notifiable diseases and suspected cases of food poisoning.
- Investigation and control of outbreaks of food poisoning and food-related notifiable diseases.
- Response to Food Alerts and food related incidents taking appropriate action as necessary.
- Advice to new and existing business, responses to plans and licensing.
- Act as Home and/or Primary Authority for other companies where necessary.
- Undertake food sampling in accordance with the Sampling Programme.
- Educational and promotional initiatives, when appropriate and based on local need.

4.1.1 Food Hygiene

Whilst it is the primary responsibility of food business to control their risks and identify food hazards, food premises inspections aim to establish whether food is being handled and produced hygienically, assess the effectiveness of controls, whilst identifying contraventions. All programmed food safety interventions are undertaken in accordance with the Food Law Code of Practice.

Food premises will be visited during normal trading hours, however, due to the nature of some businesses this may be outside of normal office hours. Prior notice of inspections is not normally given, although some exceptions are made for some premises such as home caters and to ensure that key personnel may be available.

A range of interventions may be utilised in accordance with the Food Law Code of Practice. These can be either official or unofficial controls.

Official controls include:

- Inspections;
- Monitoring;
- Surveillance;
- Verification;
- Audits and
- Sampling.

Unofficial controls include:

- Education;
- Advice;
- Coaching; and
- Information and intelligence.

The Council participates in the National Food Hygiene Rating Scheme (NFHRS) in accordance with the FSA Brand Standard, with food hygiene ratings displayed on the FSA website.

Details of the programmed official controls for 2024/2025 are outlined in Appendix A.

4.1.2 Demands of the Food Team

There are 839 food premises in Pendle. Of those that require registration and have received one full inspection, a full breakdown of activity type and their Food Hygiene Rating Status is covered below:

Food Premises Type	Exempt from FHRs	Excluded from FHRs	Sensitive	Included FHRs	Awaiting Inspection	%	Total number of food businesses
Primary producers	2	0	0	10	8	2.39	20
Manufactures and packers	3	12	0	11	1	3.23	27
Importers and exporters	0	0	0	0	0	0	0
Distribution and transportation	0	7	0	1	0	0.96	8
Restaurants/Café/Canteen	0	0	0	119	9	15.3	128
Restaurants- others	0	0	0	32	0	3.82	32
Small retailer	2	3	0	104	1	13.14	110
Supermarket	0	0	0	16	0	1.91	16
Retailer-other	13	4	0	110	10	16.37	137
Caring premises	1	0	3	46	2	6.21	52
Pub/club	0	1	0	81	0	9.80	82

Take-away	0	0	0	101	11	13.8	112
School/college	1	1	0	55	1	6.93	58
Mobile food unit	0	0	1	38	5	5.26	44
Hotel/Guest House	0	0	0	11	0	1.31	11
Total	22	28	4	735	48	100	837

* FHRS= National Food Hygiene Rating Scheme

4.1.3 Food Hygiene Interventions

In accordance with the Food Law Code of Practice, at each intervention a score is provided to each business to determine the frequency of interventions. The intervention rating is based on assessment of several elements: type of food and processing; the number and type of customers potentially at risk; current compliance; risk of contamination and confidence in management. With Category A businesses posing the highest level of risk and as such are inspected more frequently, Category E establishments present the lowest risk and are subject to alternative intervention. See Appendix 1 for further information. The risk profile of businesses in Pendle are categorised as follows:

Risk Category	Minimum Inspection Frequency	Number	%
A (High risk)	At least every 6 months	6	0.72
B	At least every 12 months	47	5.62
C	At least every 18 months	163	19.47
D	At least every 24 months	318	37.99
E	Programme of alternative interventions every 3 years	255	30.47
New businesses	Unrated	48	5.73
Total	Total number of risk rated food businesses	837	100%

4.1.4 Food Hygiene Rating Scheme (FHRS)

The Food Hygiene Rating Scheme (FHRS) extends to businesses supplying directly to final consumers. This includes restaurants, cafes, retailers and other places where people eat food outside of the home. The overall aim of the scheme is to reduce the incidence of food borne illness and the associated costs to the economy. From a local perspective, the scheme helps consumers make informed choices about the places they wish to eat or shop for food, and through this encourages businesses to improve hygiene standards.

All ratings are published on the Food Standards Agency website, with food businesses provided with a window sticker should they choose to display and promote their rating. Whilst it is mandatory to display the businesses food hygiene rating in Wales, it isn't currently in England, although this may change in the future. If a mandatory display is introduced in England, then this could be a significant piece of work.

In Pendle, 87.8% of food businesses are inside the scope of the scheme. The rating depends on the overall level of compliance across three elements: (1) food hygiene procedures, (2) cleanliness and structural compliance and (3) confidence in management.

80.2% of food businesses across Pendle have been awarded a score of between 3 and 5 on the National Food Hygiene Rating Scheme and are compliant. The level of overall food hygiene compliance has fallen by 11% in comparison to 2022/2023. This is a significant number of non-compliant businesses, taking up officer time with revisits and enforcement action.

FHRS Rating	Description	Number	%
5	Very Good	480	57.35%
4	Good	137	16.37%
3	Satisfactory	55	6.57%
2	Improvement Necessary	16	1.91%
1	Major Improvement Necessary	42	5.02%
0	Urgent Improvement Necessary	5	0.60%
Compliant Premises	Total number of compliant food premises rated 3 or above on NFHRS	672	80.29%
Total	Total rated establishments	735	87.81%
Outside scope	Number of businesses outside the scope of FHRS	102	12.19%
Total number of businesses	Total number of business subject to official controls	837	100%

4.1.5 Approved Food Premises

Certain food premises involved in the production, handling, and storage of products of animal origin must be approved under EC Regulation 853/2004. The legislation requires compliance with more detailed hygiene requirements than for registered premises. Approved premises within the Borough are categorised as follows:

Approved Food Premises Type	Approval Number	Business Name
Processing Plant: Meat	PE 004	Hartley's Farm Foods Ltd
Cold Store: Chilled	PE 025	Pendle Cold Stores Limited
Cold Store: Frozen	PE 026	Pendle Frozen Food Limited

Re-wrapping products of animal origin.	PE 031	Sun Magic Juices
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In 2023/2024, Richard Wellock's (PE024) made the decision to cease re-wrapping cheese. Resulting in them no longer needing approval and removing them from the FSA Approved Premises Database.

4.1.6 Food Sampling

Food sampling is an important element of food safety enforcement, providing information about the microbiological safety of food.

Sampling is undertaken in accordance with Pendle Borough Council's Sampling Policy [Food Sampling Policy | Food Sampling Policy | Pendle Borough Council](#) and Sampling Programme. The Sampling Programme is shaped in response to complaints, foodstuffs identified for further analysis via an intervention or as part of the National or Local sampling programme from the UK Health Security Agency and Lancashire Food Officers Group.

In May 2024, we appointed a Trainee Technical Officer, who once competent will take the lead in delivering Pendle Borough Council's Food Safety Program. It is anticipated that the team is currently resourced to deliver the 2024/2025 food sampling programme.



Sampling Programme 24-25.pdf

Survey samples are taken informally or formally and are taken in accordance with the food sampling procedure. Where appropriate samples are sent off to either the Public County Analyst or UKHAS laboratory food examines.

In 2023/2024, there were 28 food samples submitted to UK Health Security Agency.

Officers are expected to undertake a minimum of one sampling exercise per year to maintain competency. This was completed in 2023/2024 by UK Health Security Agency, who facilitates such training.

5.0 Health and Safety

The Council is responsible for enforcing health and safety covering the following categories:

- Hotels, campsites and short stay accommodation.
- Residential care home (in conjunction with the Care Quality Commission).

- Catering, restaurants and bars;
- Leisure and cultural (e.g. cinemas and places of worship);
- Offices;
- Retail shops;
- Warehouses; and
- Consumer services (e.g. hairdressers and tattooists etc.

Inspections are carried out in accordance with the Health and Safety Executive's (HSE) circular LAC 67/2 (rev13) and National Priority Plans. In practice this comprises of a programmed inspections of highest risk workplaces alongside targeted projects. This is in addition to risk-based interventions in response to reported accidents, complaints, dangerous occurrences, and work-related diseases. Estimated work for 2024/2025 is detailed in section 2.3.

5.1.1 Registered Skin Piercing Establishments and Piercers

Both the premises and individuals that carry out body piercing and tattooing are registered as follows:

Premises Type	Number	%
Semi-permanent make-up	10	30.30
Cosmetic/body piercer	0	0
Electrolysis	4	12.12
Acupuncturist	1	3.03
Ear piercer	0	0
Tattooist	18	54.45
Total	33	100

5.1.2 Tattoo Hygiene Rating Scheme (THRS)

The Tattoo Hygiene Rating Scheme (THRS) is a voluntary scheme and is supported by The Tattoo and Piercing Industry Union and the Chartered Institute of Environmental Health that is delivered by Local Authorities. Although tattooists must register as skin pierces, this voluntary scheme was introduced in 2015. In order to help customers make informed choices about the premises they may choose to use for tattooing services. Whilst, Pendle Borough Council has not adopted the scheme this may be something to consider in the future. This dependent upon resources and the actual value of the scheme if adopted.

6.0 Non-programmed Work

6.1.1 Re-visits

Following an inspection, it may be necessary to carry out a re-visit after an appropriate time to check that matters have been attended to. In addition to check compliance with any enforcement notices. Reasons for re-visits include:

- The nature of the contravention is deemed so serious that if it was not addressed, formal action would need to be taken.
- The number of minor contraventions is excessive and an indication of poor management and/or little confidence in the management addressing the matters.

6.1.2 Service Requests

We aim to respond to all complaint and requests for service as soon as possible, but in any case, requests will be acknowledged within three working days. Complainants will be advised of the outcome of all complaints.

Anonymous complaints will not necessarily be investigated unless there is a public health concern about the nature of the complaint and/or premises history.

Business owner/Managers will be contacted about the complaints relating to their premises and/or practices, usually by an unannounced visit.

6.1.3 Business advice

We acknowledge that most businesses want to comply with the law and the Commercial Team will provide advice and encourage best practice. Officers will provide free basic advice to assist businesses complying with the law.

The policy of the Food Team is to provide a balanced approach between the provision of advice and enforcement activity. The Team is committed to providing an effective and responsive advice and assistance service, both during inspections or upon request, for all Pendle businesses, including a service in accordance with the Regulatory Delivery Primary Authority Principle and the Local Government Regulation (previously LACORS) Home Authority Principle. In addition, the Service provides advisory literature, (either produced nationally or in-house) to businesses to assist them with compliance with relevant legislation.

To maximise the use of limited resources, advice is targeted as follows:

- During inspections and as part of follow up documentation.
- Start-up advice on request.
- Through guidance information available on the Council's website pages.
- Distribution of relevant food safety and food standards material to food businesses.

- Advice and information are given to businesses requesting guidance either by telephone, email or post.

Targeted business advice aimed at small convenience stores was provided in relation to the requirements for prepacked for direct sale (PPDS) food labelling changed in Wales, England, and Northern Ireland. This labelling helps protect consumers by providing allergen information on the packaging.

6.1.4 Food safety incidents

Food safety alerts notify the public and Local Authorities for incidents concerning food which does not meet food safety or composition standards. Alerts from the FSA are received via email notification, which is monitored during office hours. Any alert marked “For Action” is referred to the Commercial Team Leader to determine allocation and the most appropriate course of action.

Food Alerts will be initiated and responded to in accordance the Food Law Code of Practice (England) June 2023. Responses to Food Alerts will be kept in a centralised documented format and the contact details for the Team and relevant Agencies (including out of hour’s contacts) will be kept up to date. It is difficult to quantify the resource implication of this function as it depends upon the category of Food Alert and the extent of food or businesses affected within Pendle.

6.1.5 Health and Safety Incidents

Health and safety accidents and complaints are investigated in accordance with the Incident Selection Criteria Guidance LAC 22/13 (Rev1).

6.1.6 Investigation of Outbreaks and Infectious Diseases

The team work closely with colleagues at the UK Health Security Agency (UKHSA), formally known as Public Health England (PHE), who control and prevent the spread of infectious diseases.

Notifications of infectious diseases are referred and investigated using Lancashire and Cumbria UKHSA Response to Gastrointestinal and Legionnaires’ disease Matrix.

Complaints about suspect food poisoning are investigated in accordance with the infectious disease procedure for multiple cases and outbreaks.

Campylobacter was the highest incidence of food-borne illness for 2023-2024 in Pendle. Outbreaks are characteristically resource intensive but do not follow an annual trend, therefore the anticipated burden on staffing cannot be predicted. However, should they occur the impact on resources cannot be overestimated and would require rapid contingency planning for maintaining the delivery of the rest of the Service.

6.1.7 Primary Authority

Presently, Pendle Borough Council has a Primary Authority Agreement with Wellocks and Hartley Farm Foods.

Pendle Borough Council is required by the Regulatory Enforcement and Sanctions Act 2008 (as amended) and s.67 and s.68 of The Regulatory Reform Act 2013. In providing regard to the Primary Authority Principle when carrying out inspection/interventions, investigations and enforcement action for food safety and health and safety.

Businesses with a Primary Authority Partnership are identified via Idox and also The Primary Authority Database online.

Pendle Borough Council is also committed to improving relationships with business and will continue to develop relationships with business and always encourage effective business engagement.

6.1.8 Liaison and Partnership with other agencies

In addition to working with other teams across the Council, officers on a day to day basis liaise with other local authorities, agencies and organisations to facilitate consistent enforcement, share good practice, and reduce duplication of effort, whilst also working together in partnership. These include:

- Environmental Health Lancashire- Managers Group.
- Lancashire Food Officers Group.
- Lancashire Health and Safety Officers Group.
- Foods Standards Agency (FSA).
- Health and Safety Executive (HSE).
- UK Health Security Agency (UKHSA)
 - Lancashire Health Protection Team.
 - Food, Water and Environmental Laboratories, York.
 - Public Health Laboratory, Preston.
- Lancashire County Council
 - Trading Standards.
 - Police.
 - Fire and Rescue Services; and
 - Highways.
- Liaison is also maintained between members of the Food Team by monthly Team Meetings.

6.1.9 Promotional Activities

Education and awareness are key methods of encouraging high standards in business across the district and informing the public.

We support the FSA media campaigns promoting messages through press releases, our website, and social media.

Press releases are issued following successful prosecutions to act as a deterrent to others and inform the public.

6.1.10 Healthy Eating- Recipe 4 Health

Pendle Borough Council has been the pilot for Recipe 4 Health. To date 21 businesses have met the criteria, with a Food Hygiene Rating Scheme score of 3 or above. Pledging to provide to provide a range of healthy choices on their menu, in order to reduce childhood obesity.

7.0 Looking forward

7.1 Additional Services

We are now offering the following range of services that are discretionary and charged on a cost recovery basis. These may include:

- Safer Food Better Business Pack (SFBB).
- New food business compliance advice.
- Food hygiene check-up for existing businesses; and
- On site staff training.

The Commercial Team has looked at providing a support package aimed at new food business start-ups and existing businesses who want to improve their food hygiene rating. But this has yet to be developed and introduced. This support will be chargeable on a cost recovery basis. Due to resource commitments this will now be pushed forward to 2025/2026, subject to resources and review. Allowing us to concentrate and deliver the inspection programme.

Businesses can also access free information on the Council's website and receive basic advice to ensure they comply with the law.

7.2 Health and Safety

Proactive health and safety interventions will be undertaken in accordance with the Health and Safety Executive (HSE) National Priority Inspection Areas. Priority Inspection areas are detailed in LAC67-2. In line with the National Planning Priorities as directed by the HSE, we will assess electrical and gas safety in the hospitality and catering sectors. Such issues will primarily be raised during food hygiene visits. LAC67-2 also highlights zoonosis risks relating to animal farm and visitor attractions as a focal area. Aimed at reducing the likelihood of outbreaks and local incidents. Another area highlighted by the HSE for attention are inflatable amusement devices. Through the Event Safety Advisory Group (ESAG) we continue to assess such devices used at events, offering advice to event organisers.

8.0 Resources

8.1 Finance Allocation

Like most local authorities Pendle Borough Council is financially stretched. The team continue to work hard, whilst being conscientious and efficient targeting resources on a risk-based approach. The budget allocated for delivering the Food Safety functions for 2024/2025 is:

Expenditure	2024/2025
Sampling and probe calibration	£1,200
Training	£1,000
Travel & other subsistence	£6,400
Total for service including commercial environmental protection	£456,150

I believe that there is sufficient financial resource allocation to meet the needs for delivering the service.

8.2 Staffing Allocation

Food safety delivery at present for 2023/2024 is as follows:

- 0.5 x Commercial Team Leader (Food lead Officer)
- 0.8 x Environmental Health Officer
- 1.0 x Environmental Health Officer- recent vacant post filled, with them due to start in late June/late July
- 1.0 x Technical Officer (occupied by a temporary consultant)
- 1.0 x Trainee Technical Officer

In May 2024 a business case was approved to appoint an additional food Environmental Health Officer, working 25hrs per week which is 0.68 FTE

Officer's	FTE
Commercial Team Leader	0.5
Environmental Health Officers	2.68
Trainee Technical Officer	1
Total	4.18

I believe that with the additional resources we will be able to meet the requirements of the 2024/2025 intervention programme. In addition, I feel comfortable that we will also be able to catch up on the variance from last year's outstanding intervention programme.

8.3 Staff training and development

The assignment of work to the FTE food safety officers are based on the competency, qualifications, and requirements of the FLCOP. Officers receive an annual Personal Development Review and a regular one to one meetings. During this process consideration is given to Continued Professional Development (CPD) requirements for each area of work. The Food Law Code of Practice requires that Local Authorities ensure officers receive relevant structured ongoing training. The minimum requirement is 20 hours CPD per year, of which 10 must be on core food matters. Training is provided through short courses, e-learning, in-house training, cascade training, team-meetings, and self-learning.

In addition, the Commercial Team Leader every quarter checks offices current CPD to ensure that they are on track to achieve the annual core and supplementary CPD.

8.4 Quality Assessment and Internal Monitoring

Premises, complaints, sampling, infectious disease actions and record keeping takes place on the Idox database. The scheduled inspection program is calculated by Idox and allocated to officers by the Commercial Team Leader on monthly basis. Progress is regularly monitored to ensure that any deviation from the plan is noted and corrected.

The Commercial Team Leader verifies completed work by officers to ensure they conform to the FLCOP, and procedures. Accompanied inspections with officers are undertaken, ensuring that officers standards are maintained, consistent and competent.

Idox is regularly checked and maintained against new businesses registered with the Council's business rates, local knowledge, internet searches etc. to identify any database inaccuracies. Officer's whilst on district will survey the Borough to establish any businesses that are closed have not re-opened as a food business, requiring registering and an intervention. Which are then entered onto Idox.

The Commercial Food Team is accountable to the Chief Executive, Director of Place, Head of Housing and Environmental Health, Elected Members, and Food Standards Agency.

The monitoring arrangements in place to assist in the performance assessment against competence standards and delivery of official controls against the service plan are set within the enclosed Internal Monitoring Procedures:



Internal Monitoring
Procedures- Food(2).f

In addition we also have the following safeguards:

- Annual performance development reviews.
- Monthly performance monitoring of officer's targets.
- Monthly team meetings.

These measures assist in the identification of issues of consistency and individual performance.

Presently, there is no inter-authority audit or peer review assessments with other authorities across Lancashire. Although, there is interest in resurrecting these at the last Lancashire Food Officer's Group.

8.5 Identification of any variation from the Service Plan

On the whole food safety interventions for 2023/2024 were completed in accordance with the service plan, apart from the following: C=1 Municipal Hall (closed for refurbishment); D= 4 and E=1. These outstanding interventions have now been completed.

There is also a variance from the previous work plan in 2022/2023 are as follows:

Category	Number
A	0
B	0
C	0
D	9
E	41
Total	50

These premises will be prioritised on a risk and an intelligence-based approach tackling the highest risk and non-complaint food business first. Followed by those businesses that are complaint and targeted based upon their category rating. The E rated businesses will be sent an alternative-strategy questionnaire.

With the recruitment of the additional members of the team I believe that there is adequate resources to meet the demands of the variance and the inspection programme for 2024/2025.

The key achievements planned and completed for 2023/2024 are listed below:

- Officers carried out 100 % of our programmed Food Hygiene Interventions for our high risk and non-compliant premises rated A-C. Targeted our less than broadly complaint D's.
- Officers continued to promoter Recipe 4 Health, signing up business and contributing to the Holiday Activity and Food Programme (HAF).

8.6 Areas for Improvement

Our aim is to continually improve the Food Safety Service bringing better value and making it more efficient and effective and capturing any productivity, efficiency, or financial savings.

Our plans for improvement and service development, identified as necessary from our review of the service plan and our quality assessment and internal monitoring are to:

- Upskill and use other officers in the division to maximise the officer resource in the authority that can support our food safety work with non-official controls.
- Use the Idox more efficiently for letters, notices and standard paragraphs.
- With the additional resources allowing the Commercial Team Leader to develop and review procedures, undertake further accompanied visits and monitoring of actions.

Appendix 1: Programmed Food Safety Interventions for 2022/2023

Risk Category	Intervention frequency (months)	Minimum intervention permitted	OFFICIAL CONTROLS Inspections (High/medium risk)	ALTERNATIVE INTERVENTIONS Enforcement interventions (Low risk)	Comments
A	6	Official controls	0	N/A	High risk premises These premises are either “broadly uncompliant and require officer time to rectify. Or alternatively may have intrinsic high risks associated with the type of food activity and/or poor compliance.
B	12	Official controls	29	N/A	
C	18	Official controls	62	N/A	
D	24	Alternates between official control and alternative interventions	97		Medium risk premises Premises that prepare, cook or handle open high risk food or manufacture or re-wrap high risk foods.
E	36	Alternative interventions/or official controls where not previously visited	79		Low risk premises Premises that are low or minimal risk. Selling low risk food or not handling open food. Business with significant changes or subject to complaints will be visited.
Outside	36	Alternative interventions	0	0	Businesses considered to be very low risk and falling outside of the risk rating programme
Not yet rated	Within 28 days of registration	Official controls	48		Initial inspections of new food establishments which should take place within 28 days of registration, subject to the business open and operating. With the number carried over from the previous outstanding year.
Outstanding Inspections from	Prioritised based on risk	Official controls and/or alternative interventions	0	56	Outstanding inspections from previous years will be prioritised for 2024/2025 based upon risk. (outstanding inspections overdue).

previous years		dependent on risk and business type			
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