



Housing and Environmental Health

Food, Health and Safety Workplan 2025-2026

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2025/2026 Workplan Approved by:

A handwritten signature in black ink, appearing to read 'M. Duck', on a light blue background.

Michael Duck- Food Lead Officer and Commercial Team Leader

A handwritten signature in black ink, appearing to read 'P. Spurr', on a white background.

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 2025 and ending 31st March 2026.

The purpose of the plan is to 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 Plan 2025-2028 ([Council Plan 2025-2028](#) | [Council Plan 2025-2028](#) | [Pendle Borough Council](#)) to contribute to Priority 3: "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.

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

2.0 Background and Organisational Structure

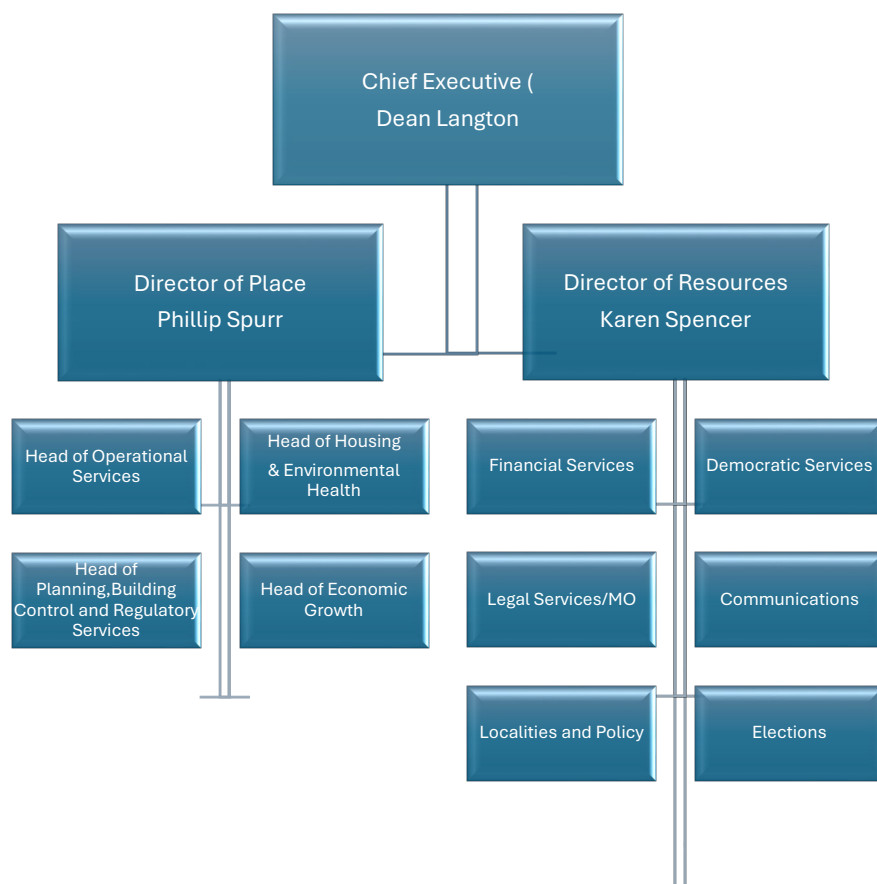
Pendle is located within Lancashire, on the southern edge of the Yorkshire Dales and is set within an area of Outstanding Natural Beauty. The Borough's three main towns are Nelson, Colne and Barnoldswick- each with their own individual character, and each an integral part of the Borough's makeup. It's 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 95,800, according to the Office of National Statistics 2021 Census.

2.1 Organisational Structure

The Council consists of 33 Elected Members with the Independent Group Members, leading on the Executive Committee.

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 and Environmental Health Services:



The characteristics of the Commercial Team consists of:

Role	Responsibilities	Numbers
Commercial Team Leader	Overall management of the Team. Food Inspections, Food Complaints, Infectious Diseases', Health and safety Inspections RIDDOR Investigations, Air quality, permitting, contaminated land, animal licensing, and statutory nuisance	1
Environmental Health Officers- Food Safety & Health and Safety	Food inspections, food complaints sampling, infectious diseases, health, and safety inspections, complaints and accident investigation, as well as Recipe 4 Health.	3
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, E rated food inspections, Recipe 4 Health and support.	1
Environmental Protection Officer Environmental Protection	Air quality, permitting, contaminated land, animal licensing, and statutory nuisance. Role not directly associated with food, but on occasions some involvement.	1
Technical Officer- Environmental Protection	Air quality, permitting, contaminated land, animal	1

	licensing, and statutory nuisance. Role not directly associated with food, but on occasions some involvement.	
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3.0 Review of 2024/2025 and forecast work for 2025/2026.

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)- now also referred to as the 'Temperature Check In'. The inspection programme is based on the risk rating of premises.

The table below details the actual number of official controls completed in 2024/2025 and the forecast number of official controls for 2025/2026.

PROGRAMMED WORK		Actual 2024/25	Forecast 2025/2026
Food Interventions	High risk Category A	8	4
	High risk Category B	37	55
	High risk Category C	108	89
	Medium risk Category D	97	178
	Low risk E and outside	70	54
	Total	320	380

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.
- Overdue outstanding Category E rated premises from 2024/2025.
- 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 Food Non-programmed work

Details of all food non-programmed work completed for 2024/2025 and forecast for 2025/26 are covered in the table below:

NON-PROGRAMMED WORK		Forecast 2024/25	Actual 2024/25	Forecast 2025/26
General	Export certificates	9	7	8
	Revisits	27	55	50
	Service Requests/ Complaints/Advice	56	92	90
	Advice (paid for)	0	0	0
	Business advice visit	0	10	8
	New registration/unrated	53	231	200
Food Hygiene Rating Scheme (FHRS)	Enquires	1	6	5
	Re-score, re-inspections	23	23	23
	Appeal requests	3	3	3
	Right to reply	1	0	1
Food and environmental sampling		0	22	25
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 2024/2025 and forecasted in 2025/2026.

NON-PROGRAMMED WORK	Forecast 2024/25	Actual 2024/25	Forecast 2025/26
Official notification	93	180	150
Investigation & enquiries	4	5	5

Visits	4	5	5
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3.4 Health & Safety

The following tables below detail both programmed and non-programmed health and safety work forecast and completed for 2024-2025 and 2025-2026.

PROGRAMMED WORK		Forecast 2024/25	Actual 2024/25	Forecast 2025/26
Health & Safety interventions	High risk premises	8	3	5
	Skin piercing	2	1	3

3.5 Non-programmed health and safety work

NON-PROGRAMMED WORK		Forecast 2024/25	Actual 2024/25	Forecast 2025/26
General	H&S inspections	2	3	3
	Revisits	7	2	5
	Advice	5	8	6
	Complaints	4	21	15
	Smoke free	1	0	1
Skin Piercers	Enquires	2	0	1
	Complaints	0	2	1
	New skin piercing registrations	2	1	3
Accidents	Reported	24	34	30
	Investigated visit	8	5	6

3.6 Food/Health and Safety Enforcement during 2024/2025

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 2024/2025.

Work Area	Food	Health & Safety
Voluntary Closure	4	0
Formal letters: Non-compliance	132	3
Improvement Notices	109	3

Prohibition Notices / Order	0	3
Simple Cautions	3	0
Prosecutions Completed	2	0
Prosecutions Instigated	12	0
Remedial Action Notices (RAN)	1	0
Seizure and Detention Notices	5	0
Suspension/revocation of approval or licence	0	0
Imported Food Notices	0	0

3.6.1 Food Hygiene Prosecutions

Prosecution

Two successful prosecutions were completed in 2024/2025 for food hygiene offences these being:

1. Carr Road News, 114 Carr Road, Nelson, Lancashire BB9 7ST

The Food Business Operator pleaded guilty to three food hygiene offences at Burnley Magistrates Court. For failure to implement and maintain a permanent documented food safety management procedure; placing high risk foods (sandwiches) on the market that are unsafe due to them being beyond the manufacturers own 'use by date' and keeping high risk foods likely to support the growth of microorganisms or the formation of toxins on the market.

The Owner was fined £1,050 and ordered to pay a victim surcharge of £420 and costs of £3,185.53, totalling £4,655.53.

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

"It's vitally important that businesses protect their customers and not put people's health at risk".

"Our Environmental Health team works hard to ensure the public's safety and is on hand to give businesses the advice they need to ensure that they are providing a good service."

Pendle Council's legal services manager, Emma Barker, added: "This wasn't the first time out-of-date food had been found at Khaliq's shop and he had already been served improvement notices.

“The magistrates said that he needs to understand the seriousness of the offences, which could have had catastrophic consequences.”

The council's portfolio holder for housing, health and wellbeing, Councillor Mohammed Iqbal, added: “I'm pleased this case has led to a successful prosecution, to demonstrate just how seriously both Pendle Borough Council and the courts look upon these crimes and care about the health and wellbeing of our residents.”

2. Hassan Halal Meat, 85 Scotland Road, Nelson, Lancashire, BB9 7UY

The Food Business Operator (FBO) pleaded guilty to the following offences-

- a. cross contamination- in that the FBO failed to ensure that at all stages of production, processing and distribution, food is to be protected against any contamination likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.
- b. The FBO failed to ensure that the food premises were kept clean and maintained in good repair and condition
- c. The FBO failed to ensure that washbasins for cleaning hands were provided with hot and cold running water, materials for cleaning hands and for hygienic drying
- d. FBO failed to ensure that all articles, fittings and equipment with which food comes into contact were effectively cleaned and, where necessary, disinfected.
- e. FBO failed to put in place, implement and maintain a permanent procedure or procedures based on the HACCP principles, namely establishing and implementing effective monitoring procedures at critical control points.

Fine would have been £12,000 for the first offence and £2,000 each for the 4 subsequent offences – this was however reduced by 1/3 to consider their guilty plea. Therefore, the imposed sentence was: -

£13,200 fine
£4616.09 costs
£2,000 victim surcharge
Total £19,816.09

Prosecutions Instigated

In 2024/205 12 food businesses were put forward to the Council's Legal Department recommending prosecution for food hygiene offences and escalated in accordance with the Council's enforcement policy.

3.6.2 Health and Safety Prosecutions

Prosecutions

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

3.6.3 Fatal accident investigation

No workplace fatalities reported in 2024/2025.

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 on the Council's website: https://www.pendle.gov.uk/downloads/file/11536/environmental_health_enforcement_policy_2024 The enforcement policy takes into consideration the principles of the Enforcement Concordat and the Regulators Compliance Code.

3.7 Performance Indicators 2024/2025

Ref No.	PI Description	Target (%)	Achieved (%)
HHED 2	Percentage of new food premises inspected within 28 days of opening	85	73.3
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).	84.8	80.4

The project targets as identified within the Performance Indicators (PI's) and food safety workplan have not been achieved during 2024/2025. The justification is the correlation between available resources to deliver the programme against total number of official controls (inspections) due. To address this, we are targeting those food businesses that are high risk and/ or undertake high risk activities over the lower risk businesses. Also, officers support businesses and advise improvements to be made at the time of inspection.

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 delivering official controls the following external | specialist laboratory services are accessible to assist us:

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 businesses 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 caterers 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 2025/2026 are outlined in Appendix A.

4.1.2 Demands of the Food Team

There are 852 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	1	1	0	29	13	5.16	44
Manufactures and packers	2	10	0	8	0	2.35	20
Importers and exporters	0	0	0	0	0	0	0
Distribution and transportation	1	4	0	1	0	0.70	6
Restaurants/Café/Canteen	0	0	0	131	8	16.31	139
Restaurants- others	0	0	0	32	4	4.23	36

Small retailer	1	2	0	94	5	12	102
Supermarket	0	0	0	17	0	2	17
Retailer-other	7	2	0	116	6	15.4	131
Caring premises	2	1	3	46	1	6.22	53
Pub/club	0	0	0	79	1	9.39	80
Take-away	0	0	0	96	10	12.44	106
School/college	1	0	0	57	0	6.81	58
Mobile food unit	1	0	1	42	6	5.87	50
Hotel/Guest House	0	0	0	10	0	1.17	10
Total	16	20	4	758	54	100	852

* 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	4	0.46%
B	At least every 12 months	54	6.30%
C	At least every 18 months	154	18.8%
D	At least every 24 months	324	38%
E	Programme of alternative interventions every 3 years	263	30.37%
New businesses	Unrated	53	6.07%
Total	Total number of risk rated food businesses	852	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, 88.97% 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.

81.10% 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 risen by 1.10% in comparison to 2023/2024. Although there remains a significant number of non-compliant businesses, taking up officer time with revisits and enforcement action.

FHRS Rating	Description	Number	%
5	Very Good	509	59.74%
4	Good	129	15.14%
3	Satisfactory	53	6.22%
2	Improvement Necessary	25	2.93%
1	Major Improvement Necessary	37	4.34%
0	Urgent Improvement Necessary	5	0.59%
Compliant Premises	Total number of compliant food premises rated 3 or above on NFHRS	691	81.10%
Total	Total rated establishments	758	88.97%
Outside scope	Number of businesses outside the scope of FHRS (exempt, sensitive and excluded) food businesses	41	4.81%
Awaiting Inspection	Total number of unrated new businesses	53	6.22%
Total number of businesses	Total number of business subject to official controls	852	100%

Those businesses with a food hygiene rating of 2- Improvements Necessary, 1- Major Improvement Necessary and 0- Urgent Improvement Necessary, will require a revisit to ensure that any outstanding works identified at the time of the inspection are

completed. Where improvements are made, the business is encouraged to make an application for a food hygiene rescore, to improve their rating. Any non-compliance at the time if the revisit will be escalated in accordance with the Enforcement Policy.

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

During a routine food hygiene inspection Madina Poultry Meat, Lonsdale Street, Nelson, BB9 9HG identified that Approval was required with the Food Standards Agency (FSA). The business was transferred to the FSA following the issuing of a Remedial Action Notice (RAN) requiring the business to apply for approval.

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, with 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.

Presently, we have a Trainee Technical Officer, who is now competent to lead the delivery of Pendle Borough Council's Food Safety Programme. It is anticipated that the team is currently resourced to deliver the 2025/2026 food sampling programme.



1Sampling
Programme 25-26.pc

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 examiners.

In 2024/2025, there were 22 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 is to be completed in 2025/2026 by UK Health Security Agency, which 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).

Proactive health and safety interventions in Pendle will be undertaken in accordance with the Health and Safety Executive's (HSE) circular LAC 67/2 (rev13) 2025/ Health 2026: Setting Local Authority Priorities and Targeting Interventions for 2025/2026. LAC67-2. [Setting priorities and targeting interventions - HSE and LAs Working together - HSE](#) The LAC lists National Priorities identified by the HSE and complement any priorities identified from local intelligence, known as Local Priorities by Pendle Borough Council using the LAC67-7 for priority planning and targeting of interventions ensures a proportionate and consistent risk-based approach, with details of the Local and National Priorities can be found in Appendix B. This approach meets the requirements of the National Local Authority Enforcement Code <https://www.hse.gov.uk/lau/la-enforcement-code.htm> (the Code). The Code provides flexibility for LAs to address local priorities alongside the national priorities set by HSE.

The National Priorities for 2025/2026, are more commonly known as 'The List'- see Appendix B of this workplan. Whilst Annex B of 'The List' focus on industry specific problems that are likely to be a local intelligence led activity.

Over the next 12 months, Pendle Borough Council in accordance with the National and Local Initiatives will assess the following businesses/activities for health and safety:

- Duty to Manage Asbestos as part of any asbestos removal notifications received.
- Legionella in spa pools and hot tubs in the holiday sector.
- Musculoskeletal Disorders (MSD's) in care and retail premises arising from RIDDOR notifications.
- Visitor attractions prevention/control of ill health arising from animal contact
- Planned Preventative Maintenance (PMM): Investigations of statutory examinations of lifts under Lifting Equipment Regulations 1998 (LOLER) and Pressure Systems Safety Regulations 2000 (PSR) Guarding, when brought to our attention via insurance companies. As well as lack of guarding of pizza dough rollers in take-away's.
- Inflatable amusement devices- we aim to raise awareness of the risks at events and businesses likely to provide such amusements.
- Undertake an inspection of safety in motorsport and motor leisure activities, within the Borough, for example Prestige Karting in Colne.
- To provide feedback to the HSE on licensable adventure activities operating within the Borough without an AALA licence should we become aware of these activities.
- Ventilation in commercial catering premises to reduce the hazard of carbon monoxide poisoning.

We will also respond to any reactive risk-based interventions received arising from reported accidents, complaints, dangerous occurrences, and work-related diseases.

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 is inflatable amusement devices. Through the Event Safety Advisory Group (ESAG) we continue to assess such devices used at events, offering advice to event organisers.

5.1.1 Reporting of Injuries, Disease and Dangerous Occurrences (RIDDOR)

The HSE's Incident Selection Criteria LAC 22/13 (rev 3), sets out common, proportionate, transparent and targeted procedures for selection and investigation of accidents and incidents. [\[ARCHIVED CONTENT\] Incident Selection Criteria Guidance - LAC 22/13](#)

Pendle Borough Council when deciding which incidents to investigate and the level of resources to be allocated to the investigation, will take the following into account:

- Severity and scale of potential or actual harm,
- Seriousness of any potential breach of the law,
- Duty holders known past health and safety performance,
- Enforcement priorities,
- Wider relevance of the event, includes serious public concern
- National Guidance on Targeting Interventions: [Setting priorities and targeting interventions - HSE and LAs Working together - HSE](#)

Incidents relating to accidents, dangerous occurrences and occupational ill health, are received at Pendle Borough Council via the following methods:

- RIDDOR Notification Database
- Complaints
- Officer visits
- Enquiries from Solicitors acting on behalf of an injured party.

A report of the incident must be sent to Pendle Borough Council within 10 days of the incident.

All received incidents shall be considered by a competent nominated person. who is responsible for allocation and deciding which incidents are investigated based on the HSE's Incident Selection Criteria.

The following defined major incidents should always be investigated:

- **All** work-related accidents which result in death to workers and non-workers.
- **All** work-related accidents resulting in a "Specific Injury" to any person including non-workers, meeting any of the following conditions:
 - Serious multiple fractures (more than one bone, not including wrist or ankle).
 - All amputations other than amputations of digit(s) above the first joint (e.g. fingertip).
 - Permanent blinding in one or both eyes.
 - Crush injuries leading to internal organ damage, e.g. ruptured spleen.
 - Any burn injury (including scalding) which covers more than 10% of the surface area of the body or causing significant damage to the eyes, respiratory system or vital organs.
 - Any degree of scalding requiring hospital treatment.
 - Over 7-day injuries must be notified within 15 days of the incident.
 - Loss of consciousness caused by head injury or asphyxia.
 - Any injury arising from working in an enclosed space which leads to hyperthermia or heat induced illness or requires resuscitation or hospital admittance for more than 24 hours.

The following cases of occupational disease:

- Carpel Tunnel Syndrome,
- Cramp in the hand or forearm,
- Occupational dermatitis,
- Hand arm vibration syndrome,
- Occupational asthma,
- Tendonitis or tenosynovitis in the arm or forearm,
- Any cancer attributed to an occupational exposure to a human carcinogen or mutagen,
- Any disease attributed to
- Other cases of occupational disease with the potential to cause death or a “serious health effect” as defined within the Enforcement Management Model (EMM).

Not every incident reported to Pendle Borough Council requires investigating unless it falls into the above criteria for mandatory investigation. It is at the discretion of Pendle Borough Council whether to investigate and we will consider Chapter 6: Non-investigation of a Mandatory Incident. Chapter 7: Discretionary Investigations of LAC 22/13 (rev 3).

5.1.2 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	5	20%
Cosmetic/body piercer	2	8%
Electrolysis	0	0
Acupuncturist	4	16%
Ear piercer	3	12%
Tattooist	11	44%
Total	25	100

5.1.3 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 piercers, 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 because presently there are two national schemes running, with further research needed to identify the most appropriate choice for Pendle, this may be something to consider in the future. This dependent upon resources and the actual value of the scheme to be 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 checking 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 complaints 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.

The number of service requests received in 2024/2025 is detailed within section 3.2 Food non-programmed work, and 3.5 non-programmed health and safety work.

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 of 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 (Rev3).

6.1.6 Investigation of Outbreaks and Infectious Diseases

The team works closely with colleagues at the UK Health Security Agency (UKHSA), formerly known as Public Health England (PHE), which controls 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. [North West public health laboratory: user handbook - GOV.UK](#)



Infectious Disease
Investigation Proce

Campylobacter was the highest incidence of food-borne illness for 2024-2025 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. A Primary Authority scheme is a statutory authority framework, enabling businesses to form partnerships with local authorities.

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/intervention's plans, investigations, following assured advice and enforcement action for food safety and health and safety.

Businesses with a Primary Authority Partnership are identified via accessing The Primary Authority Database online: [Sign in | Primary Authority Register](#).

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 borough 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 19 businesses have met the criteria, with a Food Hygiene Rating Scheme score of 3 or above pledging to provide a range of healthy choices on their menu to reduce childhood and teenage obesity.

For further information please follow this link: [Recipe 4 Health Scheme | Recipe 4 Health Scheme | Pendle Borough Council](#)

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 include:

- Purchasing at cost Safer Food Better Business Pack (SFBB).
- New food business compliance advice and information; and
- On site staff awareness to improve standards.

The Commercial Team currently presently provide support packages aimed at new food business start-ups to improve their food hygiene rating, by providing an email checklist to complete. The food hygiene check-up for existing businesses, as well as onsite training remains under development and is yet to be introduced. Due to resource commitments this will now be pushed forward to 2026/2027, subject to resources and review allowing us to concentrate and deliver the inspection programme. This support will be chargeable on a cost recovery basis.

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

Dependant upon resources we would like to be involved in more proactive work in accordance with the HSE's local and national health and safety priorities, that are set out in Appendix B of this document.

8.0 Resources

8.1 Finance Allocation

Like most local authorities Pendle Borough Council is financially stretched. The team continues 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 2025/2026 is:

Expenditure	2025/2026
Sampling and probe calibration	£1,200
Training	£1,000
Travel & other subsistence	£6,400
Total for service including commercial environmental	£456,150

protection not included above	
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We 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 2025/2026 is as follows:

- 0.5 x Commercial Team Leader (Food lead Officer)
- 0.8 x Environmental Health Officer (Part-time EHO, covering 30 hours per week.
- 1.0 x Environmental Health Officer
- 1.0 x Environmental Health Officer- post filled with officer due to start in October 2025
- 1.0 x Trainee Technical Officer

The breakdown of FTE's when all officers in post:

Officer's	FTE
Commercial Team Leader	0.5
Environmental Health Officers	2.8
Trainee Technical Officer	1
Total	4.3

We believe that we have the resources to meet the requirements of the 2025/2026 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 is based on the competency, qualifications, and requirements of the FLCOP. Officers receive an annual Personal Development Review and regular one to one meeting. 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 officers' 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 programme 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. Officers 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 the 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:



In addition, we also have the following safeguards:

- Annual performance development reviews.
- Monthly performance monitoring of officer's targets.
- Monthly team meetings.
- Quarterly Performance Indicator (PI) reports against targets and Performance Clinics.

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

Recently there have been no inter-authority audit or peer review assessments with other local authorities across Lancashire. At the last Lancashire Food Officers Group meeting discussions took place about introducing an East Lancashire inter-authority audit/peer review to take place in 2025/2026.

8.5 Identification of any variation from the Service Plan

On the whole food safety interventions for 2024/2025 were completed in accordance with the service plan. There was a variance in the 2024/2025 work plan as follows:

Category	Number
A	0
B	0
C	0
D	5
E	40
Total	45

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 compliant and targeted based upon their category rating. The E rated businesses will be sent an alternative-strategy questionnaire.

With the recruitment of the EHO to start in October 2025 within the team we believe that there is adequate resources to meet the demands of the variance and the inspection programme for 2025/2026.

The key achievements planned and completed for 2024/2025 are listed below:

- Officers carried out 100 % of our programmed Food Hygiene Interventions for our high risk and non-compliant premises rated A-C, and targeted our less than broadly compliant D's.
- Officers continued to promote 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:

- Up skill 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 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 2025/2026

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	4	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	55	N/A	
C	18	Official controls	89	N/A	
D	24	Alternates between official control and alternative interventions	178		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	54		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	47		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	45		Outstanding inspections from previous years will be prioritised for 2025/2026 based upon risk. (outstanding inspections overdue).

previous years		dependent on risk and business type			
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Appendix 2: Health and Safety Local and National Priorities

Annex A - Summary of Health and Safety National Planning Priorities 2025 – 2026

Health Topic	Safety Topic
Occupational Lung Disease	Planned Preventive Maintenance
Legionella	Inflatable amusement devices
Work related Stress	Trampoline Parks
Violence and Aggression	Safety in the Motorsport
Musculoskeletal Disorders (MSDs)	Provision of licensable adventure activities
Noise in the Workplace	
Visitor attractions – animal contact	

TARGETED/PLANNED INSPECTIONS (Proactive inspections)

Proactive inspection should be used for:

- Specific projects/programmes of inspections identified by HSE for Pendle Borough Councils attention. These may be contained within Annex A of this guidance or may be directly communicated to LAs for urgent attention as a result of new intelligence arising from an incident/investigation.
- High risk premises/activities within the specific LA enforced sectors published by HSE (See the 'List' [Annex B](#)).

Locally identified potential poor performers. This is where **In all circumstances, LAs have the discretion as to whether or not proactive inspection is the most appropriate intervention using their local knowledge/intelligence of the dutyholder.**

1. OCCUPATIONAL LUNG DISEASE

Asbestos - Duty to manage asbestos

In premises likely to contain asbestos (i.e. built before 2000) Pendle Borough Council as the health and safety regulators should identify the duty holders and determine how they are complying with their Duty to Manage. Discussion topics with a duty holder should include the following:

1. People responsible for premises that may contain asbestos should regard the duty to manage as a proactive duty. The guidance requires them to review their asbestos plans annually and actively consider whether the removal of known asbestos containing materials should be part of the building management in the coming year.

2. Duty holders must ensure that anyone at risk of being exposed to asbestos at their premises are aware of where the asbestos is and of the risks associated with asbestos exposure. Anyone who intentionally damages or disturbs asbestos must be suitably trained.

3. In general, and particularly relevant for construction work, what survey/information about the presence of asbestos has been identified before the work commenced.

LA EHOs may wish to ask duty holders to share their asbestos survey, asbestos register and asbestos management plans as part of the visit. They may also wish to check the register, and plan is up to date.

More advice on all of this and additional information on other aspects of asbestos management can be found on the HSE asbestos webpages.

Respirable Silica Dust

Dust, containing harmful respirable crystalline silica (RCS), can be generated during common operations such as block cutting, chasing brickwork, cutting concrete floors and processing of natural and engineered stone worktops. The standards for controlling this dust are detailed in HSE guidance:

- [Construction dust](#)
- [Construction dust - Information Sheet No 36 \(Revision 3\)](#)
- [Stoneworkers](#)
- [Installing stone worktops: protect against harmful natural or artificial stone dust](#)

During visits, LAs may come across minor construction work that is generating significant quantities of silica dust that give rise to a MEC. Poor standards should be addressed with dutyholders and any enforcement action taken in accordance with the EA Regulations 1998, collaborating with HSE where appropriate, using normal channels. See operational guidance on silica, used by HSE Inspectors: [Construction Dust: Inspection and Enforcement Guidance](#)

Information and guidance produced for dutyholders supporting the HSE RCS campaign can be found on the [Work Right website](#)

2. Legionella Spa pools and hot tubs in the holiday sector

There has been a number of cases of Legionnaires' disease associated with spa pools and hot tubs in the holiday rental sector. Whilst some of the larger organisations are likely to manage the risk well, smaller companies may not have the same level of awareness of the risks and the requirements to manage those risks. Pendle Borough Council should raise awareness of the risks of spa pools and hot tubs and promote careful management to ensure that water quality does not encourage microbial growth and pose risks to service users or people in the vicinity of the spa pools or hot tubs.

Systems should be managed in accordance with L8 Approved Code of Practice:

- [Legionnaires' disease. The control of legionella bacteria in water systems](#)
- [Control of legionella and other infectious agents in spa-pool systems](#)

Cooling towers located in built-up areas

Cooling towers can have the potential to spread aerosol several hundred metres from the source, which in a built-up area, can potentially expose very large numbers of persons offsite. With the inflationary pressures and post-COVID changes to occupancy to buildings, this could affect risk and the way that systems are being managed. LAs should satisfy themselves that Legionella risks from cooling towers located in built-up areas are being appropriately managed.

Systems should be managed in accordance with L8 Approved Code of Practice:

- [Legionnaires' disease. The control of legionella bacteria in water systems](#)
- [The control of legionella bacteria in evaporative cooling systems](#)

3. Work Related Street (WRS)

This year the national priority covers two aspects of linked work, continuing to raise awareness of work-related stress and mental health and the impact it can have on workers, primarily via HSE's website: [Stress and mental health at work](#) and the 'Working Minds' campaign [Work Right to keep Britain safe](#)

The HSE have develop approaches encouraging employers to take more action to prevent work related stress or manage it to reduce the negative impact it may have on workers. Such approaches include:

- Awareness raising; and
- Intervention design.

4. Violence and Aggression

Violence at Work statistics 2022/23 show the number of incidents of work-related violence in 2022/23 estimated at 649,000 with assaults accounting for 288,000 of these and 360,000 threats to victims and there was a large variation in the risks at work across occupational groups.

Sales and Health and Social Care associate professionals were found to be in the top five occupational groups with the highest risk for violence in the workplace.

Local Authorities are asked to highlight, with duty holders in these sectors, the importance of suitable and sufficient risk assessments to identify hazards and control the risk from workplace violence and aggression and implement effective control measures to reduce the risks so far as reasonably practicable.

For further information see:

- [Violence and aggression at work](#)
- [The Violence at Work statistics 2022/23](#)
- [Labour Force Survey \(LFS\)](#)
- [Managing risks and risk assessment at work](#)
- [How employers can protect workers from violence and aggression at work](#)
- [Protecting lone workers: How to manage the risks of working alone](#)

- [Lone working guidance pages](#)
- [Lone workers video](#)

5. Musculoskeletal Disorders (MSDs)

According to 2023/24 Labour Force Survey statistics, 543,000 workers were suffering from work-related musculoskeletal disorders (new and long-standing) - a large proportion of these numbers were due to manual handling. 7.8 million working days were lost due to work-related musculoskeletal disorders in 2023/24.

The HSE asked Local Authorities Health and Safety regulators are required to raise duty holder awareness of the regulatory requirement to ensure suitable and sufficient risk assessments for manual handling activities have been undertaken where appropriate. Focus should be given to retail premises and residential care homes (excluding people/person handling risks for manual handling) or where local authority knowledge dictates awareness is required. to raise

For further information see:

- [Manual Handling at Work – a brief guide](#)
- [Manual handling. Manual Handling Operations Regulations 1992](#)
- [Full manual handling risk assessment: Examples of assessment checklists](#)
- [Manual handling assessment charts \(the MAC tool\)](#)
- [Risk assessment of pushing and pulling \(RAPP\) tool](#)
- [Variable manual handling assessment chart \(V-MAC\) tool](#)
- [Musculoskeletal disorders](#)
- [Manual handling at Work - Musculoskeletal disorders](#)
- [Retail industry health and safety research](#)
- [Health and safety in care homes](#)

6. Noise in the Workplace

According to Employers Compulsory Liability Insurance (DWP) occupational hearing loss was the most common occupational health disease.

Where Pendle Borough Council Officers see hearing protection in use, and believe that there is a mandatory requirement within the workplace they should ask:

- Check the condition and use of the hearing protection.
- Check the duty-holder is providing hearing health surveillance for the affected employees.

Damage to earmuff seals, removal of foam from within the earmuff, incorrect wearing of hearing protection (e.g. earmuff worn over hats or ear plugs not fitted correctly) or not wearing hearing protection the entire time a worker is in a high noise area are matters of evident concern.

Indicators that hearing protection is mandatory could be; the presence of hearing protection zone signage or written risk assessments that indicate daily exposures exceed a daily level

of LEP, d 85dB (A). If a worker is likely to be in a noisy environment for more than 2 hours, and a conversation at 2 m is only possible by shouting (when not wearing hearing protection) this can also indicate that at the very least an assessment of workplace noise is necessary, and hearing protection could be necessary.

For further information please see:

- [Controlling noise at work](#)
- [Noise: Hearing protection](#)
- [Noise: Health surveillance](#)

7. Visitor attractions prevention/control of ill health arising from animal contact

See 'The List' for open farms and animal visitor attractions. For information regarding the prevention or control of ill-health from animal contact at visitor attractions see: [Appendix 1: IEE table when considering zoonotic risk and control measures at animal visitor attractions](#) and revised industry guidance [Industry Code of Practice](#)

8. Planned Preventative Maintenance (PMM).

Planned preventive maintenance (PPM) of work equipment is essential to the reduction of serious injuries and fatalities in the workplace.

Newly published [British Standard BS 14200 entitled "Maintenance of machinery"](#) is a "User Standard" which is one intended to inform those who use machinery in how to comply with good practice. It is under the topic of "machinery" and was written with the intention for it to be applied to all sorts of industrial, retail, commercial and leisure equipment. It provides users with requirements for the approaches to be taken so that machinery remains in a safe, reliable, and effective condition throughout its working life. BS 14200 also considers factors relevant to the ongoing safe condition, including the environment in which machinery operates and the human factors that can lead to ineffective maintenance being completed.

Failure to maintain work equipment can result in dangerous situations arising in all workplaces and the implementation of PPM strategies supports a policy of regular checks to be carried out depending on time or usage. Keeping records of maintenance history in this way makes it easier to monitor usage and where necessary, plan appointments with properly trained maintenance contractors.

The Provision and Use of Work Equipment Regulations 1998 (PUWER) place a general legal requirement on the employer to ensure:

- All work equipment be maintained in an efficient state, in efficient order and in good repair.
- Where any machinery has a maintenance log, the log is kept up to date.
- Maintenance operations on work equipment can be carried out safely.

In addition to this, there are specific maintenance requirements under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and Pressure Systems Safety Regulations 2000 (PSSR). Statutory examinations, such as those required by LOLER or

PSSR, are not intended to be a substitute for adequate maintenance, however the results of such inspection regimes can influence the ongoing maintenance of plant and equipment.

Pendle Borough Council will raise awareness, with all their local duty holders, of their statutory duties and signpost to relevant guidance material.

You can find more information on the subject of work equipment maintenance here: [Maintenance of work equipment](#)"

9. Inflatable amusement devices

There has been several serious incidents where inflatable amusement devices have collapsed or blown away in windy conditions. Inflatables can be found at many premises that fall to LAs for enforcement, and LAs should raise awareness of the general risks associated with the operation of such devices. That devices are correctly anchored to the ground, there are suitable arrangements for measuring wind conditions at regular intervals, there is written documentation from a competent inspection body to show it complies with British Standard BS EN 14960 and it is subject to an annual inspection by a competent person.

Useful guidance:

- [Bouncy castles and other play inflatables: safety advice](#)
- [British Standard BS EN 14960: 2019 Inflatable play equipment. Safety requirements and test methods](#)

10. Trampoline Parks – improved information provision and supervision of users

Over the past few years there has been an increase in the number of accidents occurring at the parks, involving both children and adults, which resulted in a specified major injury (fracture) as well as a small number which resulted in life-changing injuries. Analysis of RIDDOR reports suggests a lack of user understanding of the risks accompanied by reckless, unchallenged behaviour plays a factor in the number of injuries reported by this sector.

LA health and safety regulators are asked to highlight, with their local duty holders, the importance of ensuring that there are suitable and sufficient standard operating procedures in place to ensure the safety of users, spectators, employees, and others.

Trampoline Park operators should ensure that they have in place.

- Procedures to check user understanding of the risks following the delivery of parks safety messages.
- Effective supervision of users of all activities within the facility, and;

- Provide suitable and sufficient information, instruction, and training to all staff members, giving special consideration to employees who supervise the trampoline court.

In addition to ensuring that there are safe operating procedures, Trampoline Park operators should ensure that their equipment is maintained in a safe condition and is subject to regular inspection by a competent person.

Useful guidance: [BS EN ISO 23659:2022 Sports and recreational facilities — Trampoline parks — Safety requirements](#)

11. Safety in the Motorsport and Motor Leisure Industries

The motor leisure and motorsport industries are adrenaline/high energy activities (karting, track days etc.) and can place members of the public in proximity of risks which if not controlled can lead to serious incidents and injury, including fatalities. As a leisure industry, in addition to public safety, it can also expose both members of the public and employees to health risks.

Where inspection visits are undertaken LAs are asked to focus upon Health risks.

Topics may include:

- Noise – has a risk assessment for noise been undertaken and where issues identified control measures implemented.
- Ventilation – are there monitoring and control measures in place to maintain air quality and prevent a build-up of carbon monoxide within areas of the venues. This aspect can include the control of welding fume in garage areas or other places where such activities occur.

Public Safety topics may include:

- The potential to be struck by vehicles – including the management of exclusion zones for the public and access to trackside areas for employees and participants.
- Pre-start information\induction for participants.
- Management of scalping\choking risk from operating karts whilst wearing loose clothing or long hair exposed. This may include measures to enclose moving parts of the engine of the kart.
- Gas safety – Gas safety should be considered at circuits and venues with catering facilities (bars, cafes, hospitality areas, etc.)

Other information:

The inspection of track day activities, whilst of high importance and concern, are difficult to proactively plan without local knowledge as they do not take place every weekend or in the same place. To counter this we ask that any RIDDOR or concern received by LA be considered for an inspection visit and contact to the event organiser, where this is a different entity to the venue, be made.

A useful resource to assist during visits to motorsport and motor leisure premises may be [Managing health and safety at motorsport events: A guide for motorsport event organisers](#).

12.Provision of licensable adventure activities without an AALA licence

The Adventure Activities Licensing Regulation 2008 (as amended) 1989 requires anyone who provides facilities for adventure activities to under 18s in return for payment to hold a licence.

Local authority enforcement officers are asked to be alert to providers in their local area who may be operating without a licence, and to take appropriate action.

Feedback is requested on the number and type of interventions (include telephone calls, email correspondence, proactive mail shots and site visits) and any enforcement action taken. This feedback can be submitted via email: aala@hse.gov.uk

Guidance

A list of licensed providers is available on the [public register](#) of the Adventure Activities Licensing Authority. The register should be checked prior to any intervention. Whilst the priority is **providers who are not on the register**, inspectors should be mindful of the possibility of licensed providers operating beyond the permissions on their licence.

AALA will inform LAs when licenses expire and share details of complaints relating to non-licensed provision when received, to help with targeting.

Many providers have websites and a social media presence where they advertise activities. These sometimes provide useful information about the activities being offered and whether they are in scope of the legislation. Inspectors should watch the HSE Webinar “introduction to the Adventure Activities Licensing Authority” for more information about the scope of the legislation.

Where there is sufficient evidence of a breach of Regulation 16(1) a prosecution should be considered. Where there is significant concern that provision of licensable activities without a licence is likely to take place, but evidence of a prior or ongoing breach of Reg 16(1) falls short of that required for a prosecution, inspectors can consider whether a Prohibition Notice would be effective in preventing a breach from occurring. Scenario: complaints from multiple sources but repeated denial from duty holder, e.g. notifiers allege provision to unaccompanied children, but provider claims parents are always present.

Further Information:

- HSE webinar - [Introduction to the Adventure Activities Licensing Authority](#)
 - Adventure activities licensing - [AALA website](#)
 - For queries and/or advice relating to the register, please contact AALA-Applications@hse.gov.uk
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- For enforcement advice/support please contact aala@hse.gov.uk.

Appendix 3: Annex B – List of activities/sectors considered suitable for proactive inspection

Topic	Hazards	Potential Poor Performers within an Industry Sector	High Risk Activities
Health	Lead poisoning	Indoor firing ranges/gun clubs	Ineffective air extraction, poorly managed cleaning procedures, inadequate handwashing facilities.
Health	E.coli/ Cryptosporidium infection esp. in children	Open Farms/Animal Visitor Attractions Note: Animal visitor attractions may include situations where it is the animal that visits e.g. animal demonstrations at a nursery.	Lack of suitable micro-organism control measures
Health	Occupational lung disease – Asbestosis/ Mesothelioma	Premises build 1950-1980 where intelligence suggests risks are generally not being adequately managed.	Exposure to asbestos fibres through inadvertent disturbance or suspected poor management of asbestos exposure risk.
Health	Occupational lung disease - Silicosis	Industrial retail Retail outlets cutting/shaping their own stone or high silica content 'manufactured stone' e.g. gravestones or kitchen resin/stone worktops	Exposure to respirable crystalline silica
Health	Occupational lung disease - Cancer linked to welding fume exposure	Industrial retail/wholesale premises e.g. Hot cutting work in steel stockholders	Exposure to all welding fume regardless of type or duration may cause cancer. Welding fume guidance: Welding fume: protect your workers
Health	Occupational lung disease - Asthma	In-store bakeries and retail craft bakeries where loose flour is used and inhalation exposure to flour dust is likely to frequently occur i.e. not baking pre-made products. Note: For supermarket and other chain bakeries etc check to see if there is a Primary Authority inspection plan with more specific guidance.	Tasks where inhalation exposure to flour dust and/or associated enzymes may occur e.g. tipping ingredients into mixers, bag disposal, weighing and dispensing, mixing, dusting with flour by hand or using a sieve, using flour on dough brakes and roll machines, maintenance activities or workplace cleaning.
Health	Musculoskeletal Disorders (MSDs)	Residential care homes and provision of social care	Lack of effective management of MSD risks arising from moving and handling of persons

Topic	Hazards	Potential Poor Performers within an Industry Sector	High Risk Activities
Health	Manual Handling	High volume Warehousing/Distribution	Lack of effective management of manual handling risks
Health	Occupational deafness	Industrial retail/wholesale premises/Leisure Such as steel stockholders; builder's or timber merchants, night-time economy for example pubs, clubs, nightclubs, concert venues.	Exposure to excessive noise
Health	Carbon monoxide poisoning	Commercial catering premises	Badly installed or faulty appliances; lack of suitable ventilation resulting in lack of make-up air to support combustion; and/or inadequate extraction systems.
Health	Carbon monoxide poisoning	Commercial catering premises using solid fuel cooking equipment	Lack of suitable ventilation and/or unsafe appliances
Safety	Electrical Safety	Hospitality venues with 'outdoor' facilities	Use of appropriate outdoor electrical equipment, installed by a competent person and checked regularly for damage or water ingress.
Safety	Explosion caused by leaking LPG	Catering establishments.	Unsafe gas appliance installation, conversion/use of LPG cylinders and cartridges.
Safety	Violence at work	Premises with vulnerable working conditions. Such as lone working, night working or cash handling for example care providers, betting shops, off-licences and where intelligence indicates that risks are not being effectively managed	Lack of suitable security measures/procedures. Operating where police/licensing authorities advise there are local factors increasing the risk of violence at work e.g. located in a high crime area, or similar local establishments have been recently targeted as part of a criminal campaign
Safety	Fatalities/injuries resulting from: - Being struck by vehicles - Amputation and crushing injuries - Falls from height	High Volume warehousing/Distribution	Poorly managed workplace transport, cutting machinery, lifting equipment or work at height risks

Appendix 4: Annex C: Health and Safety Examples of interventions

Intervention	Description	Examples
<i>Partnerships (Non-inspection intervention)</i>	Strategic relationships between organisations or groups who are convinced that improving health and safety will help them achieve their own objectives. This may involve duty holders or trade unions, regulators, other Government departments, trade bodies, investors.	Developing new relationships between businesses and regulatory services to reduce the regulatory burden on businesses; promote two-way communication between businesses and regulatory services; supporting regulators to find the right balance between encouragement, education and enforcement and offering support from regulatory services for businesses e.g. Local Enterprise Partnerships. Working with a range of agencies e.g. work experience co-ordinators, secondary school students and other regulators/enforcement organisations from the coast guard to school wardens to raise awareness on sensible health and safety. Estates Excellence type projects involve a range of organisations (e.g. LAs, Fire and Rescue Service, the Federation of Small Businesses, EEF, service providers, trade unions and local business groups) to set up/fulfil the need for advice and training for businesses and workers. Targeting SME on selected industrial estates to offer advice to managers and workers -providing free workshops, training, advice and guidance specifically targeted to a business' individual needs.

<i>Motivating Senior Managers</i> (Non-inspection intervention)	Encouraging the most senior managers to enlist their commitment to achieving continuous improvement in health and safety performance as part of good corporate governance, and to ensure that lessons learnt in one part of the organisation are applied throughout it (and beyond).	Business engagement partnerships (e.g. Local Enterprise Partnerships) can link a range of local partners including representatives from the Federation of Small business and Chamber of Commerce to influence the controlling minds of business to get wider commitment and prioritisation of resources to address H&S and understanding and commitment to the 'Helping Great Britain Work Well' strategy.
<i>Supply Chain</i> (Non-inspection intervention)	Encouraging those at the top of the supply chain (who are usually large organisations, often with relatively high standards) to use their influence to raise standards further down the chain, e.g. by inclusion of suitable conditions in purchasing contracts.	Given an LA's local focus, national supply chain activity is often outside of their remit (although large Primary Authority Schemes may help develop this). However, there can be opportunities for LAs to get local supply chains to improve health and safety e.g. office cleaning suppliers, builders' merchants. LAs can also be involved in helping to collect intelligence that feeds into supply chain monitoring e.g. linking in with trading standards or public health work on sunbeds, tattoo inks.
<i>Design and Supply</i> (Non-inspection intervention)	"Gearing" achieved by stimulating a whole sector or an industry to sign up to an initiative to combat key risks, preferably taking ownership of improvement targets.	Initiative to reduce workplace violence in takeaways – the LA working with the Police and local takeaways to pledge and commit to certain activities e.g. takeaways prohibiting customers possessing alcohol from entering the premises; the Police and the LA providing specific guidance, training, promotion and publicity.
<i>Intermediaries</i>	Enhancing the work done with people and organisations that can influence duty holders. These may be trade bodies, their insurance companies, their investors or other parts of government who perhaps are providing money or training to duty holders.	Using local HABIA and training college contacts to influence hairdressers and managers to take up published materials and working practices. Using insurance companies to explain the benefits of LOLER examinations for businesses operating forklift trucks.

<i>Working with other regulators and Government departments</i>	Where appropriate work with other regulators (including HSE, DVSA other LA regulators, the Police etc.) to clarify and set demarcation arrangements; promote cooperation; coordinate and undertake joint activities where proportionate and appropriate; share information and intelligence.	Working with relevant signatories of the Work-Related Death Protocol. Working with DVSA to raise awareness amongst hauliers and delivery drivers about load safety.
<i>Encouraging and recognising compliance</i>	Encouraging the development of examples with those organisations that are committed to performance and then using these examples to show others the practicality and value of improving their own standards.	Promoting and sharing compliant practice through campaigns, local business forums, large business mentoring small businesses etc. to improve the management of health and safety risks. Business Awards to give public recognition to workplaces that have taken positive action to improve employee's health and wellbeing.
<i>Proactive Inspection</i>	Alongside the Code, HSE publishes a list of higher risk activities falling into specific LA enforced sectors. Under the Code, proactive inspection should only be used for the activities on this list and within the sectors or types of organisations listed, or where there is intelligence showing that risks are not being effectively managed. The list is not a list of national priorities but rather a list of specific activities in defined sectors to govern when proactive inspection can be used. However, if a business carries out an activity on this higher risk list, it does not mean that it must be proactively inspected: LAs still have discretion as to whether or not proactive inspection is the right intervention for businesses in these higher risk categories.	Proactive inspection of retail/wholesale warehouse to ensure adequate control of work at height, workplace transport and loading and unloading of vehicles.
<i>Incident and Ill Health Investigation (Reactive)</i>	Making sure that the immediate and underlying causes are identified, taking the necessary enforcement action, learning and applying the lessons.	Using HSE Incident selection criteria (via HELEX) . When there is only limited information regarding the potential need for a more involved intervention it may be prudent to maintain an active 'watching brief' to see if there is cumulative evidence that identifies poor performance.

<i>Dealing with Concern and Complaints (Reactive)</i>	Encouraging duty holders to be active and making sure that significant concerns and complaints from stakeholders are dealt with appropriately.	Adoption of the HSE complaints handling procedures to ensure that resources are targeted on complaints that indicate the poor management of risk.
Enforcement	Inspection and investigation provide the basis for enforcement action to prevent harm, to secure sustained improvement in the management of health and safety risks and to hold those who fail to meet their health and safety obligations to account. Enforcement also provides a strong deterrent against those businesses who fail to meet these obligations and thereby derive an unfair competitive advantage.	Ensuring that adequate arrangements are made for enforcement. Taking proportionate enforcement action in line with HSE's <i>Enforcement Policy Statement</i> (EPS) (www.hse.gov.uk/pubns/hse41.pdf) and <i>Enforcement Management Model</i> (www.hse.gov.uk/enforce/emm.pdf). When taking enforcement action, making it clear to the dutyholder which matters are subject to enforcement, where compliance has not been achieved, what measures are needed to achieve compliance (including timescales) and their right to challenge/appeal. Following up on enforcement action taken to check that the necessary improvements have been made.
Revisit	To follow up on earlier interventions to check their impact and efficacy	