



HYNDBURN

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HYNDBURN BOROUGH COUNCIL

FOOD AND SAFETY TEAM

SERVICE PLAN

2018/19

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1.0 INTRODUCTION

1.1 Hyndburn Food Service Plan

This document is the Hyndburn Food and Safety Service Plan and includes reference to other relevant documents. It sets out:

- Links with corporate priorities
- A profile of the Borough including the political and managerial arrangements
- The demands on the service
- Summary of service activity in relation to premises inspection, complaints investigation, advice, sampling, food safety incidents, liaison arrangements and promotional activities
- The resources deployed to meet these demands
- Relevant performance indicators

2.0 SERVICE AIMS AND OBJECTIVES

2.1 Service Aims

To contribute to Hyndburn Borough Council's corporate objectives identified in the Corporate Strategy 2008 to 2018:

- 1. To create a place with a thriving economy and sustainable market towns.**
 - Supporting local food businesses and Small and Medium Enterprises to grow and flourish.
- 2. To create a place with high levels of educational attainment.**
 - Directing businesses to the necessary training, e.g. training centres, on line etc.
- 3. To create a place where everyone has the opportunity for a healthier and longer life.**
 - Inspecting food businesses to ensure that food is produced in a safe and hygienic manner
 - Providing food hygiene ratings for public access so consumers can make informed choices
 - Controlling premises where an imminent risk to health exists, thereby protecting the general public
 - Supporting the withdrawal of food identified by way of the Food Standards Agency Food Alert scheme
 - Contributing to the wider public health agenda including working with external bodies

4. To create a place where people are safe, confident and proud to live

- Liaison with other Council departments and external agencies over any matters of concern

5. To provide easy access for all to good quality services and facilities.

- Signposting council services
- Providing quality services in line with Council policies
- Directing businesses to appropriate bodies for training and information

3.0 BACKGROUND.

3.1 Profile of the Local Authority

Hyndburn Borough Council was formed in 1974 by the amalgamation of the Borough of Accrington, the Urban Districts of Church, Clayton-le-Moors, Great Harwood, Oswaldtwistle and Rishton, and part of the Burnley Rural District. The name Accrington is quite commonly known to derive from "acorn town" or "town where acorns are found". As well as Accrington, Hyndburn consists of the following townships Great Harwood, Clayton-le-Moors, Rishton and Oswaldtwistle.

The Council is one of 12 District Councils, 1 County Council and 2 Unitary Authorities within the County of Lancashire. Within the Borough, some functions relating to food safety are the responsibility of Lancashire County Council e.g. Trading Standards and Food Standards inspections.

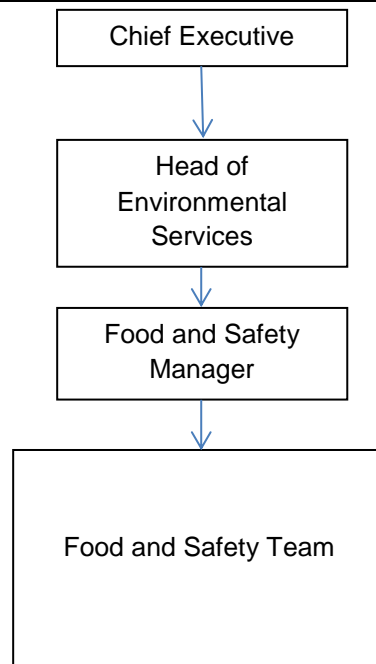
In terms of land area, Hyndburn is the smallest of the 14 authorities in the broader Lancashire area. In common with some of the other districts in East Lancashire, there are significant issues with regard to the quality and price of housing, net population migration, health, job creation and areas of severe deprivation.

The authority has a tendency towards a younger population and fewer people of pensionable age than is the average for England and Wales. The ethnic mix is similar to other authorities in East Lancashire, predominantly white and the largest minority ethnic group is Pakistani. The population in Hyndburn had remained almost static in the decade to the 2011 Census.

The district has around 36,500 dwellings, 86% are owner occupied or private rented. Hyndburn, like other East Lancashire authorities, has a very high proportion of its housing stock in council tax band A. The authority also has a high percentage of vacant dwellings.

In Hyndburn there still continues to be a bias towards a larger proportion of employees in the manufacturing sector than is the national norm and a lower proportion of jobs in the service sector. There is a diverse range of food businesses within Hyndburn from single run operations to large scale food manufacturers. The 2015 Indices of Deprivation reveals that Hyndburn was the 28th most deprived area out of 326 districts and unitary authorities in England, by the rank of average rank measure. In total, 25% of the lower super output areas in the authority were in the 10% most deprived in the country.

3.2 Organisational Structure.



Within Environmental Services, Food Controls are delivered by the Food and Safety Team. This section comprises:

- Food and Safety Manager
- Food and Safety Officers (3 FTE)

The Food and Safety Section is responsible for food safety, occupational health and safety, infectious disease control, public health licensing and street trading consents.

3.3 Political arrangements

The political arrangements for the Borough are:

35 Local District Councillors
1 Parish Council
1 Member of Parliament

The political composition of the Council is currently Labour 26, Conservative 9.

The service comes under the Environmental Services Portfolio

3.4 Scope of the Food and Safety Section

As a Borough Council, the Authority is responsible for a range of food safety duties under the Food Safety Act 1990 and the Food Safety and Hygiene (England) Regulations 2013. Food Standards and Animal Feeding Stuffs are the responsibility of the Lancashire County Council Trading Standards Division.

The Food and Safety Section also delivers the following services alongside food safety:

- Occupational Health and Safety
- Communicable Diseases Control
- Public Health licensing e.g. tattoo premises
- Street Trading Consents

3.5 Demands on the Food Service

In relation to food safety, the area contains a mix of manufacturing, retail and catering premises. Catering and retail are the dominant sectors within this mix. The businesses are predominantly small to medium sized establishments. The Borough has a traditional cross-section of food businesses:

	No. of premises at 1 st April 2017	No. of premises at 1 st April 2018
Total number of Food Premises	767	766
Categories A-C (High Risk)	194	165
Categories D-E (Others)	560	598
Non Rated	13	3
Caring Premises	111	116
Distributor/Transporter	9	8
Hotel/Guest House	6	6
Manufacturer/Packer	25	17
Mobile Food Unit	33	31
Pub/Club	100	108
Restaurant/café/canteen	107	114
Restaurants and Caterers – other	24	30
Retailer/other	28	32
School/college	54	55
Small Retailer	125	124
Supermarket/Hypermarket	19	19
Take Away	108	106

External factors impacting on Food Safety enforcement service delivery:

- Seven day local economy
- Transition from manufacturing to service industry economy
- Turn-over of occupancy/use
- High number of fast food outlets
- Cross boundary/Cross County nature of food crime issues
- Nationally set priorities and initiatives, programmes etc.

The Council had adopted the following Performance Indicators in relation to food premises interventions:

PI for 2018/19

To undertake all scheduled food hygiene inspections for 2018/19

Food premises that scored 0, 1, or 2 in the Food Hygiene Rating Scheme are improved to a minimum rating of 3 within a 6 month period from the date of inspection. Non-compliant food businesses will be progressed in accordance with the enforcement policy where appropriate.

Initial inspections should take place within 28 days of registration or from when the authority becomes aware that the establishment is in operation

3.6 Service Delivery arrangements

Address:

Environmental Services
Willows Lane Depot
Willows Lane
Accrington
BB5 0RT

Telephone: 01254 388 111

Web: www.Hyndburnbc.gov.uk

Telephone Contact Centre Opening Hours: 09.00 – 17.00 Monday – Friday

3.7 Policy and standards

Delivery of Food Controls is carried out in accordance with national procedures and guidance including:

- Regulators' Code
- Food Law Code of Practice
- Food Law Practice Guidance
- Food Standards Agency Guidance

In addition, the council has adopted the following relevant policies;

- Compliance and Enforcement Policy
- Food Complaint Policy
- Sampling Policy

- Procedure for Internal Monitoring of Food Safety Operations
- Inspections and re-visit policy

Copies of the documents are available upon request and will be available on the Council's new website from mid-2019 (currently under review/redesign).

4.0 SERVICE DELIVERY

4.1 Interventions at Food establishments

The Service will undertake a programme of comprehensive and targeted interventions at food premises in accordance with the Food Law Code of Practice, to ensure compliance with relevant legislation and the promotion of best practice.

Civica APP is used to maintain the premises database. The following is a summary of the current Food Business risk rating profile for Hyndburn:

		Number of active Food Businesses 1 st April 2017	Number of active Food Businesses 1 st April 2018
Risk Category (Inspection frequency)	A (at least every 6 months)	6	13
	B (at least every 12 months)	49	47
	C (at least every 18 months)	139	105
	D (at least every 24 months)	304	295
	E (at least every 36 months)	256	303
	Unrated	13	3
	TOTAL	767	766

The following table outlines the provisional intervention programme for the financial year 2018/19:

Risk Category	No. interventions due between 1st April 2017 – 31st March 18	No. interventions due between 1st April 2018 – 31st March 19
A	6	13
B	49	47
C	97	47
D	109	173
E	23	103

Food hygiene rating & non-complaint premises

The Council has adopted the National Food Hygiene Rating Scheme. The rating profile is as follows:

Rating	Number of premises 1st April 2017	Number of premises 1st April 2018
0	17	4
1	80	27
2	39	18
3	20	50
4	126	149
5	363	404
Awaiting inspection	13	3
Exempt	36	34
% Compliance	79%	92%

The total number of non-compliant premises at 1st April 2017 was 136. This has reduced to 49 at 1st April 2018. Overall levels of compliance were 79% at 1st April 2017 which has increased to 92.5% at 1st April 2018.

Hyndburn Boost Project, support, guidance and enforcement action when appropriate has increased compliance across the borough. Hyndburn Boost Project prioritised non complaint premises which have improved during the course of the project.

We are now finding complaint premises are non-compliant at the next routine inspection. Therefore focus, support and guidance will be offered also to complaint premises during 2018/19 to ensure sustained compliance is achieved. This will be Hyndburn Boost Project Phase 2.

Revisits will be limited to non-compliant premises (Food Hygiene Rating 0 – 2 inclusive), to follow up formal action and to premises with a Food Hygiene Rating of 3 with a poor compliance history or at officer discretion. Enforcement action will be taken on a graduated

approach in accordance with the Enforcement Policy.

Re-visits will be carried out free of charge until March 2019 after which charging for re-visits will be considered.

Competency

Officer competencies are managed by means of the Corporate Performance Development Review process with individual training and development records being maintained. Officers have completed a competency matrix following the Food Law Code of Practice. This is reviewed annually.

Specialised training previously undertaken within the section includes:

- Lead auditor training in compliance with ISO 9001
- HACCP Evaluation
- Dairy hygiene
- Sous-vide and low temperature cooking or processing
- Vacuum and modified atmosphere packing
- Evidence Gathering and Investigation skills
- Regulatory and legal skill competencies
- E coli/control of cross contamination
- Annex 5 risk rating consistency
- Microbiological Criteria for Food with an emphasis on *Listeria monocytogenes*
- Approved establishments
- Food Allergens

4.2 Food and Food Premises Complaints

It is the policy of Hyndburn Borough Council to give a first response within 6 working days to all food and food premises complaints/service requests.

	Actual for 2017/18	Estimated
Estimated number of food premises complaints for 2018/19	67	100

Complaints shall be investigated in accordance with the above.

4.3 Primary Authority Scheme

The Authority is committed to supporting local businesses. Currently, Hyndburn Borough Council does not have any Primary Authority Partnerships, consideration would be given on a case by case basis should a company wish to enter into a partnership with Hyndburn Borough Council.

4.4 Advice to Businesses

The Authority has a policy of offering advice to any business which has trading premises within our area unless the trader has entered into a Primary Authority or Home Authority arrangement with another Local Authority. Initial advice will be normally limited to telephone

advice, provision of advisory material or sign-posting to relevant sources of information. Advisory visits will be undertaken at the discretion of the officers prior to food businesses opening.

4.5 Food Sampling

Programmed food sampling will be carried out; this will be in liaison and co-ordination with Public Health England in accordance with an agreed sampling programme. Sampling for 2018/19 include focus on milk shakes, touch screens, tattoo ink and approved premises.

Other sampling which may be carried out includes:

- Sampling as part of an official control intervention
- In response to complaints
- Where local intelligence indicates a potential risk to health, and sampling forms part of the service's response

All formal food samples will be submitted to the Lancashire County Public Analyst for compositional analysis or to the Public Health England Food, Water and Environmental Laboratory Service for microbiological examination.

4.6. Control and Investigation of Outbreaks and Food Related Infectious Disease

Hyndburn Council aims to ensure the efficient investigation of notified infectious diseases or suspected infectious diseases in order to minimise the risk of spread and if possible to locate the source of a disease. Notifications may arise as formal notifications from Public Health England, GPs or laboratory notifications. Investigations are carried out by either the Council or Public Health England depending on the nature of the specific disease notification.

Hyndburn Council will take a risk-based approach to suspected viral outbreaks. Environmental Health will only carry out intervention or further investigations where:

1. The risk assessment indicates that there is a suspected food/food handler link in the source of the outbreak or significant further spread of the infection; or
2. The risk assessment indicates that food/food handlers are not significant features in the outbreak but the circumstances indicate a need for regulatory intervention (e.g. under HASAWA, Health Protection Regulations etc.) which will be considered in liaison with other regulators as appropriate (e.g. CQC, HSE). In these cases the EH intervention may focus on regulatory action for non-compliance with relevant legislation as opposed to following up individual cases or pursuing specimens.

The Council has a Joint Major Outbreak Plan for Managing an Outbreak of Food Poisoning or Communicable Disease in the Community developed in conjunction with partner agencies.

Typical demand and resource requirements are:

	Actual for 2017/18	Estimated for 2018/19
Estimated number of notifications of food related infectious disease amongst Hyndburn residents (this could be due to foreign travel, leisure activities, food consumption etc.)	100	100
Estimated number of outbreaks of suspected cases	1	1

4.7 Food Safety Incidents

It is the policy of Hyndburn Borough Council to comply with Food Law Act Code of Practice (England) in relation to the handling of Food Hazard Warnings and Food Safety Incidents.

The following predicted number of notifications is based on the current level of activity

	Actual for 2017/18	Estimated 2018/19
Estimated number of National Food Alerts/Hazard Warnings issued by the FSA:	75	75
Estimated number of National Allergen Alerts/Hazard Warnings issues by the FSA:	100	100

4.8 Liaison with Other Organisations

Hyndburn Council works with other enforcement agencies, partners and other stakeholders for the purpose of developing consistency of enforcement, openness and transparency. The following table details the regular, on-going liaison with external partners:

Partner Organisation type	Brief description
Other Local Authorities/Scientific support	EHL Food Liaison Group – Enforcement issues, sampling, policies, best practice, training, inter-authority audits etc. East Lancashire Environmental Health Services – Joint working, resource sharing etc.

	<p>Lancashire County Council Trading Standards – Food liaison.</p> <p>Lancashire County Council Public Health – Public Health Issues and Clinical Commissioning Groups.</p> <p>Lancashire County Council Public Analyst – Chemical analysis etc.</p>
Professional bodies and Agencies	<p>Public Health England – Food Sampling and examination, Communicable Disease control.</p> <p>CIEH – professional practice, consultation, training.</p> <p>FSA – statutory plans, guidance, training, annual returns, consistency of enforcement, best practice, training.</p> <p>BRDO – Primary Authority support.</p> <p>LGR – best practice.</p>

Within Hyndburn Council links include:

Service Grouping	Role
Corporate	Health inequalities, Policy, Legal Services, Democratic Services, Waste Management, Pest Control, Safeguarding Officer
Strategic	Planning and Building Control, Licensing, Lancashire Fire & Rescue, HMRC, Immigration Service

4.9 Health Inequalities and Health Promotion.

Hyndburn Council recognises the need to work with partners on a range of health inequalities and their social determinants. The Council is committed to working with partners through the Hyndburn Health and Well Being Group to deliver the agreed Health and Wellbeing Strategy Plan.

To protect the interests and welfare of consumers and traders and we will promote consumer education by signposting to appropriate reference sources.

4.10 Occupational Health and Safety

In accordance with Health and Safety Executive LAC 67/2 V7 Hyndburn Council have prioritised interventions for 2018/19 thus meeting the requirements of the National Local Authority Enforcement Code. The following areas will be the focus of health and safety interventions for the next 12 months;

- Muscular skeletal disorders experienced by employees in residential care homes due to a lack of effective management of risk arising from moving and handling of persons. Due to a recent incident gas safety checks and legionella controls will also be reviewed. 16 residential care premises will be targeted combined with their food

hygiene inspection.

- Large refuse bins in town centres – as part of routine inspections in takeaway premises officers will give advice to food business to reduce the risk of access to the bins. In line with a HSE priority area.
- Dough rollers in catering premises. Information and guidance will be forwarded to all takeaway type premises where dough rollers may be used. Routine inspections will identify dough rollers and associated guarding and action will be taken in accordance with the enforcement policy where any non-compliance is identified.
- Warehousing – any RIDDORS received from warehouse premises will be investigated with falls from height, workplace transport reviewed during investigation.
- A rated premises of which there are there are 39 records on the current database. These will be reviewed and visits carried out as necessary.

4.11 Consents / Licences

Hyndburn Council issue Street Trading consents to mobile vehicles and ice cream vehicles trading in the borough on an annual basis.

Hyndburn Council issues Licences for skin piercing such as tattoo, semi-permanent make –up and skin piercing.

	Actual for 2017/18	Estimated 2018/19
Street Trading Consents	5	10
Skin Piercing Licencing	3	10

5.0 RESOURCES

5.1 Financial Allocation

The total costs of providing the Food Safety Service for 2018/19 are £306, 872. This estimate comprises:

Details	2018/19 estimate
4 FTE plus on costs, equipment, IT and support services	£306, 872

5.2 Staffing allocation

The Food Hygiene functions are co-ordinated by the Food and Safety Manager. The service also carries out a wide range of associated functions including Health and Safety, Infectious Disease Investigations, Street Trading Consents and Events.

The officers involved in providing food hygiene work are legally qualified, have the appropriate

experience and competencies, have knowledge of the Borough's food business environment and receive at least 20 hours Continuing Professional Development per annum, as required by the FSA's Code of Practice. They consist of:

- 1 X Food and Safety Manager - 80 % of time is spent on Food Hygiene Work
- 3 X Food and Safety Officers - 90 % of time is spent on Food Hygiene Work

of which:

- 4 X Officers qualified to inspect Cat A - B premises:
- 4 X Officers qualified to inspect Cat C – E premises:

The remit of all officers is food safety, health and safety, infectious diseases and administration duties.

Two members of the team have returned from maternity leave and have reduced their hours initially for a 12 month period. These hours are being backfilled by a contractor on a 12 month contract.

The available resources will meet the demands of the service.

5.3 Staff Development

All Officers receive an annual performance development review which includes a review of training and development needs.

As required under the Code of Practice a minimum of 10 core food related hours per Officer per year is undertaken. Training is provided to address needs identified within the Council's Performance Development Review framework, the Regulators Development Needs Assessment (RDNA) tool and FSA competency framework. Additional training will be resourced subject to emerging demands. Training requirements provisionally identified for 2018/19 include:

- Approved premises
- Canning
- Regulatory consistency
- Sampling
- Shelf life testing and microbiology

A documented procedure is maintained for recording qualifications, training and individual competencies which are reviewed annually as part of the Performance Management process.

6.0 QUALITY ASSESSMENT AND SERVICE REVIEW

6.1 Quality Assessment

In order to assist with consistent quality of service delivery, the Service continues to:

- Develop an internal non-accredited quality management system

- Participate in Inter-authority auditing as available
- Participate in regional peer-review processes as available

6.2 Review against the Service Plan

Progress against this Service Plan is reviewed at the end of each months and quarter by the Food and Safety Manager.

The Council operates the following performance indicators which is reviewed quarterly and reported to the Head of Service who will report to the Corporate Management Team on a 6 monthly frequency:

Key Performance Indicators	Target
To undertake all scheduled food hygiene inspections for 2018/19	100%
The number of food premises (Cat A-D) that scored 0, 1, or 2 in the Food Hygiene Rating Scheme are improved to a minimum rating of 3 within a 6 month period from the date of inspection.	100%
Initial inspections should take place within 28 days of registration or from when the authority becomes aware that the establishment is in operation	100%

6.3 Variance from the Service Plan

As part of the quarterly review process, consideration will be given to any variation against this service plan, the reasons for any variance and possible corrective measures.

6.4 Areas for Development

At the commencement of each financial year, consideration is given to areas for service development and improvement. For the current financial year this includes:

- Participating in an allergy pilot which will be evaluated and fed back to the Food Standards Agency
- Mobile working and improved administration efficiencies
- Developing allergen workshops within the Borough
- Updating the website
- Developing a Business Advice service
- Maintaining improved compliance levels across the Borough

6.5 Review of 2018/19 Plan

The Service Plan for 2018/19 will be reviewed on a quarterly basis by the Food and Safety Manager.

Any variations from the plan will be assessed and any corrective actions will be agreed and implemented in conjunction with the Head of Service.