

# Hyndburn Boost Project 2017/18 (Interim Report)

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## **Introduction**

The Food and Safety Team have completed 100% of their routine inspection targets for the past two years 2016/17 and 2017/18. Routine inspections have identified a number of non-compliant premises.

On the 1<sup>st</sup> April 2017 a total of 136 food businesses within the borough were recorded as non-compliant and as such had a food hygiene rating of 2 or below. At this time only 79% of food businesses were recorded as compliant.

Food hygiene ratings are widely reported in the press and as such can give a poor impression of food businesses within the borough thus reducing public confidence.

Non-compliance is dealt with via re-visits and enforcement action where appropriate, although this takes time. For example, there is a three month stand still period set by the Food Standards Agency where deficiencies in documentation are found, which results in non-compliant premises remaining at this grading for at least three months.

The Council's Enforcement policy has been updated and the Food and Safety Team are progressing formal action where appropriate. In total 42 Hygiene Improvement Notices were served between April 2017 and March 2018.

Improving compliance in a timely manner is also a key performance indicator for the Food and Safety Team and as such compliance levels are reviewed on a monthly basis.

## **The Boost Project – September 2017 to date**

In addition to our on-going work plan, five proactive group workshops were arranged between October and November 2017 targeting non-complaint businesses in different sectors (e.g. restaurants, retail, Chinese cuisine, Indian cuisine, pizza and kebab shops)

## Workshops

- 148 food businesses were invited via letter and follow up phone calls
- Workshops were held at appropriate times / days depending on sector
- 88 food businesses attended
- 59% attendance rate, no trends were noted in the reasons why businesses did not attend
- 2 hour workshop covering food safety managements systems, allergens, food safety information
- Businesses were provided with a food safety management pack, allergen information and completed documentation to be used as examples
- Attended by local business leaders and Hyndburn Chamber of Trade representative
- Workshops were sector specific and delivered in different languages depending on the audience



(Photograph taken at workshop)

## Bespoke Coaching Sessions

- 27 non-compliant food businesses were selected and received a one to one individual coaching visit at their food business which lasted up to 2 hours. The coaching visits covered issues identified at the last inspection and provided on site guidance and support to improve the business as whole thus increasing compliance.
- 17 re-visits have taken place post coaching visit
- 14 food businesses are now compliant and have received an improved rating
- 2 food businesses have not improved and are currently involved in enforcement action
- 11 food businesses are still in the re-visit process and therefore as yet still outstanding, these will be re-visited again before the end of June 2018
- Update in relation to the above figures, all 11 have been re-visited 6 have been re-assessed, 5 remain in re-visit process

A total of 390 hours of officer time has been spent on the workshops and coaching visits to date.

## Outcomes

Levels of compliance have increased from 79% to 92% in a 12 month period. The total number of non-complaint premises has decreased from 136 to 49.

Rating	Number of premises 1 <sup>st</sup> April 2017	Number of premises 1 <sup>st</sup> April 2018	% Change	Number of premises 30 <sup>th</sup> June 2018
0	17	4	-76%	1
1	80	27	-66%	23
2	39	18	-56%	18
3	20	50	+150%	66
4	126	149	+18%	164
5	363	404	+11%	394
Awaiting inspection	13	3	-77%	
% Compliance	79%	92%	+16%	94%

Since August 2017 we have seen a reduction in the number of non-complaint premises. This is due to routine food plan work, re-visits, enforcement and the Boost Project.

FHRS Rating	Aug - 17	Sep - 17	Oct - 17	Nov - 17	Dec - 17	Jan - 18	Feb - 18	Mar - 18	Apr - 18	June 18
2 Improvement required	33	33	28	28	24	20	16	13	18	18

<b>1 Major improvement required</b>	56	51	42	42	34	28	26	26	27	23
<b>0 Urgent improvement required</b>	12	11	6	6	5	3	2	3	4	1
<b>Number of Hygiene Improvement Notices</b>	-	4	4	-	5	6	2	14	5	

Since August 2017 we have seen month on month improvements in the percentage of complaint food business.

<b>FHRS Rating</b>	<b>Aug - 17</b>	<b>Sep - 17</b>	<b>Oct - 17</b>	<b>Nov - 17</b>	<b>Dec - 17</b>	<b>Jan - 18</b>	<b>Feb - 18</b>	<b>Mar - 18</b>	<b>Apr - 18</b>	<b>Jun - 18</b>
<b>Establishments with rating of 3 or better</b>	84.7 %	85.6 %	88.3 %	88.3 %	90.3 %	92.2 %	93.1 %	93.5 %	92.5 %	94 %

Between January and March 2018 as part of our routine food inspections we identified a slight increase in non-compliance at previously compliant premises. Therefore as detailed above there has been a reduction in overall compliance of 1%.

Out of the 49 current non-compliant premises 38 were identified between January and March 2018. The plan for the future is therefore to target complaint premises via further workshops in a bid to maintain compliance and to ensure sustained across the borough.

A full evaluation report will be completed by the end of July 2018.