

FOOD CONTROL CHARTER

Our Commitment To A Quality Service

- ❖ We believe that all residents and visitors to Blackpool, as well as all business proprietors are entitled to a high quality, responsive and efficient food safety enforcement service.
- ❖ This service is provided through our Food Control Team, which comprises well-trained and qualified Environmental Health Officers, Trading Standards Officers and technically qualified support staff.
- ❖ We are pleased to provide help, advice or information on all aspects of food hygiene, food standards, the construction of food premises or the management and standards of operation which are required to provide safe, wholesome, nutritional food.
- ❖ The proper training of food handlers is of vital importance to any food business. Advice is always available on this topic and a list of appropriate courses and educational establishments is readily available.
- ❖ Regular visits are made to all food businesses to check on both the premises and the methods of operation. These are usually made without any prior warning. However, we prefer to concentrate on preventing breaches of the law and advising food businesses on the standards expected.
- ❖ Where food undertakings significantly or regularly fail to meet the standards required, enforcement action ranging from issue of Hygiene Improvement Notices to prosecution or even closure may be taken.
- ❖ As part of our commitment to food safety we undertake regular sampling and analysis of foods sold, particularly those foods produced in the town. We will also investigate all complaints made in respect of food purchased in the area.
- ❖ We will investigate all cases or outbreaks of food poisoning and a call-out system is in place to deal with emergencies.
- ❖ We will commit resources to enforcement initiatives directed towards the prevention of sale of short measure goods and the prevention of use for trade of unjust weighing and measuring equipment.
- ❖ Our advice service will be extended and resources will be committed to working with community groups and schools towards reducing lifestyle diseases and premature mortality.
- ❖ All our dealings with food business proprietors or the public will be conducted in a courteous, confidential and professional manner. a contact name will always be given and the opportunity for issues raised to be fully discussed before action is taken.
- ❖ We will seek external funding opportunities to assist local businesses meet their statutory obligations.
- ❖ Toolkits have been developed to enable every food business in town to have their own tailor-made food safety management system.
- ❖ Hoteliers are able to apply for a Healthy Hotels Award.