Primary Authority IT System –
User Guide for Primary Authorities

LBRO
Prosperity and Protection

Summary

The Primary Authority IT System gives local authorities access to information on all registered primary authority partnerships. The IT system can be used by primary authorities to post useful information and documents relating to their partnerships, and by enforcing authorities to view this information and to contact the primary authority. Your Primary Authority business partner can login to the IT system and view your partnerships information.

Below is a summary of how you can use the IT system. For more details, scroll down to the full user guide.

Accessing the IT system

To access the IT system as a primary authority partnership user, you must first ask your local authority's user administrator to assign you partnership administrator rights for your partnership. When you are logged in, choose roles and choose "partnership administrator".

Adding information to the IT system

Use the "List" menu and choose "My Partnerships" to view the details of your partnerships. From your partnership details screens you can upload documents and information.

What information can you upload to the system?

NOTE – When uploading information ensure that documents are labeled as "confidential" or "commercially sensitive" if appropriate. LBRO will not label information before publishing it.

Company Procedures – providing relevant company procedures can avoid the business receiving repeated requests for the information from local authorities. Please ensure you have permission from the business first. Post under "Additional Information".

Advice to partner business – if you wish, you can post Primary Authority advice you give to your business on the IT system, but note that you are not required to do this. Post under "Additional Information".

Inspection Plan – if you develop an inspection plan this must be uploaded to the IT system. Your partnership liaison manager can assist you to develop an inspection plan if you wish.

Advice to local authorities – if you want to issue advice to local authorities, in line with the LBRO Guidance, post this on the system. Post under "Advice to LAs".

Other information – any other useful information you wish to provide can be posted under "Additional Information".

Receiving feedback and notifications from local authorities

The IT system allows local authorities to provide feedback and notifications of enforcement action to the primary authority through the IT system. These will be sent by email to the category specific contact and copied to the main contact for the partnership.

Responding to notifications of proposed enforcement action

You should provide a response to an enforcing authority's notification of proposed enforcement action through the IT system. Login and choose "Enforcement Actions" from the "To Do" menu to see the details and provide a response.

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Introduction

The Primary Authority IT (PA IT) System is available at www.lbro.org.uk and gives enforcing authorities access to information on all registered primary authority partnerships. The IT System allows primary authorities to edit information about their partnerships and respond to notifications of enforcement action through the IT system. This guide explains how you can use the system to keep your information up to date and respond to enforcing authorities.

Devolved User Administration

Local authorities can allocate their staff individual usernames and passwords to access the PA IT System as well as define the access rights given to their users. Each local authority has a user administrator who is responsible for setting up users at their authority and defining their access rights.

To access the functionality described below you must be set up as a user and given “Partnership Administrator” rights by your user administrator for all the Primary Authority partnerships you are involved with. If you do not know who your local authority’s user administrator is, contact your head of service or LBRO.

Logging In

You can login as a partnership administrator in the same way as normal.

1. Navigate to the Primary Authority page of the LBRO website.
2. Click on login (you must accept the terms and conditions before you can continue).
3. Enter your login details provided to you by your user administrator.
4. Once you have logged in you can switch between the enforcing authority view and the primary authority view by clicking on Roles and choosing the appropriate role. You can see your current role displayed in the top right corner of the screen.
5. To use the functionality described role you will need your Role to be “Partnership Administrator”.

Viewing Your Partnerships

Partnership administrators can view the details of their partnerships.

1. From the List menu choose My Partnerships.
2. Click on View Partnership Details for the appropriate partnership.
3. From this page you can view all the information about your partnership.

NOTE: If the list is empty, your user administrator has not assigned the partnership(s) to you. Contact your user administrator and ask them to assign the partnership(s).

Editing Documents and Information

Partnership administrators can edit and add various documents and information for their partnership. To get started view the details for the relevant partnership. Please note that unnecessary personal data (such as an individual's contact details) should be removed from all documents posted on the system. Where "confidential" or "commercially sensitive" information is to be added you should ensure that is labeled accordingly.

Quick Links

Partnership News | Partnership PA Contact | Inspection Plan | Advice to LAs and Additional Information | LBRO Modifications

Partnership News

Partnership News allows you to add headline news information which enforcing authorities can see.

To add or amend the news:

1. Choose Edit Partnership News.
2. Type your news.
3. Pressing OK will submit the changes. The changes will be visible once LBRO has published them.

To delete the news:

1. Choose Edit Partnership News.
2. Leave the proposed news box blank.
3. Press OK to submit the changes. Once LBRO publish this, the news section will be blank.

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Partnership PA Contact

The Partnership PA Contact is the contact you have chosen who will be copied into all correspondence from the IT System. To amend the contact:

1. Choose Change PA Partnership Contact.
2. If the contact you need is listed, select it.
3. If the contact you need is not listed, please contact pa@lbro.org.uk and request that the contact is added.
4. Selecting ok will update the contact.

Inspection plans

If you have produced an inspection plan it can be submitted to LBRO through the IT System. The plan will be uploaded to the IT system once it has been approved by LBRO. You can also use this function to upload a new version of your inspection plan. Previous versions of the inspection plan will remain accessible.

To upload a new inspection plan or upload a new version of your inspection plan:

1. Choose Upload New Inspection Plan.

2. Attach your inspection plan and select OK to send it to LBRO for approval.

3. The inspection plan will be published once LBRO has approved it.

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Advice to Local Authorities and Additional Information

You can post advice and useful information for local authorities on the IT system. The system separates between advice you wish to give to local authorities under section 21(1)(b) of the Regulatory Enforcement and Sanctions Act 2008 and other useful information.

Advice to local authorities

The Primary Authority scheme allows you to issue advice to local authorities which must be posted in the Advice to Local Authorities section of the IT system. Please note that this advice has statutory force, and will be binding upon all local authorities. Primary authorities should refer to the LBRO Primary Authority Guidance before issuing advice to local authorities.

Additional Information

The IT system allows you to post other useful documents about the partnership or business which you feel enforcing authorities may find useful in the Additional Information section. Examples of useful documents include national policies and procedures for the business such as HACCP and health and safety procedures or risk assessment records. This is an opportunity to brief enforcing authorities before they visit the business and will mean that the business should not have to provide these documents to every officer visiting one of their premises.

Advice given to the business will not normally be posted on the IT system. However, in some cases it may benefit enforcing authorities to post documents that have been approved through Primary Authority advice in the Additional Information section. For example, advice may have been issued to confirm that a particular procedure, if implemented, represents compliance. In this case posting the procedure will assist enforcing authorities in determining whether implementation has occurred locally.

Adding advice to local authorities and additional information

You can add advice to local authorities and additional information by following these steps:

1. Choose View Advice to Local Authorities / View Additional Information.
2. Choose Add Advice to LAs / Add Additional Information.
3. Notes – insert the title and a short summary of the document you are posting.
4. Browse to attach the document.
5. For advice to local authorities only – please select the expiry date of the advice.
6. Choose the categories which the advice / additional information is relevant to – if the information you are posting is not category specific, please select all categories.
7. Select OK to submit the information to LBRO for publication. The changes will be visible once LBRO has published them.

Modifying advice to local authorities and additional information

If you have already published some advice, or additional information, and wish to upload an updated version of this information, you can choose to modify the information:

1. Choose View Advice to Local Authorities / View Additional Information.
2. Choose Modify next to the information you wish to amend.
3. Insert the requested information (see steps 3-5 for adding information).
4. Select OK to submit the information to LBRO for publication. The changes will be visible once LBRO has published them.

Deleting advice to local authorities and additional information

You can delete advice to local authorities and additional information which has been published on the IT system.

1. Choose View Advice to Local Authorities / View Additional Information.
2. Choose Expire next to the information you wish to amend.
3. You will be able to see the advice that you are deleting. If you wish to continue, press Expire to delete the information.
4. Once you have pressed Expire, the information will no longer be viewable by enforcing authorities. You will still be able to view the information, but it will be marked as expired in the final column which indicates that enforcing authorities cannot view it.
5. If you wish to undo deleting advice, follow the steps for modify advice / additional information. Pressing ok without making any changes here will change the status of the information to unexpired and once LBRO has published the change, the information will be visible to enforcing authorities again.

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LBRO Modifications

Once you have submitted documents, LBRO will publish them. LBRO may request amendments to the document by sending you a message through the system. To view these messages:

1. On the To Do menu – choose Data Changes.
2. A list of the documents LBRO have sent back to you for amendments will be displayed. To see the details choose Open.
3. This screen will show the information that you have uploaded, along with a comment from LBRO. You can amend the information you would like to publish here.
4. Select OK to re-submit the information to LBRO for publication. The changes will be visible once LBRO has published them.

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Messages from Enforcing Authorities

Receiving messages from enforcing authorities

Messages from enforcing authorities sent through the IT system will be sent by email to the specific category contact and also to the overall partnership contact you have specified (both viewable in your partnership details screen). The message will have an attachment completed by the enforcing authority which includes the details. There are a number of different types of messages enforcing authorities can send:

Enquiry – general enquiry or request for information

Information referral – intelligence to help you with your understanding of the business

Inspection feedback – feedback following an inspection. If you wish to receive feedback on a specific template, upload this template to the Additional Information section

Deviations from inspection plan - notifications that the inspection plan has not been followed

Notification of enforcement action – see Proposed Enforcement Actions section

Retrospective enforcement notification – notification that the enforcing authority has taken urgent enforcement action. This should be sent to you as soon as possible after the action.

Viewing messages on the IT system

You can view messages which have been sent to you regarding a partnership on the IT system.

1. From the List menu choose My Partnerships.
2. Click on View Partnership Details for the appropriate partnership.
3. From this page you can view all the messages sent regarding this partnership by clicking View All Messages.
4. Select the category you wish to view messages for. To see the details click View.

Proposed Enforcement Actions

Notifications from enforcing authorities

Enforcing authorities are required to notify you through the Primary Authority IT System when they propose to take enforcement action against your partner business. When an enforcing authority notifies you of enforcement action, the category contact will receive an email in the same way as other types of messages with details of the proposed action. The system will also send a separate email to the overall partnership PA contact and the category contact advising that an action has been proposed.

Responding to notifications

The IT System allows you to respond to notifications of enforcement action using the IT system. The system will show the deadline by which you need to respond.

To respond to notifications

1. On the To Do menu – choose Enforcement Actions.
2. Choose Open next to the relevant action - you can download the information sent to you by the enforcing authority here.
3. To leave this screen and return later to make a response press Cancel. The action will remain in the To Do list.
4. When you are ready to respond, Open the action and choose whether to allow or block the action.
5. If you choose to allow the action, you can use the next screen to provide any additional information by using the template provided. The notification will only be sent to the enforcing authority once the five day deadline for your response expires. This allows you to change your response during the five day period if you wish to do so. To change your response, see List Permitted Enforcement Actions below.
6. If you choose to block (direct against) the action, you will need to enter details of why you are directing against the action on the next screen. Please use the template provided to do this. Once you press OK a notification will be sent to the enforcing authority.

List Permitted Enforcement Actions

Where you have responded to a notification and chosen Allow (5. above), you are able to change your response within the five day deadline.

1. From the List menu choose Permitted Enforcement Actions.
2. The actions you have allowed will be listed. Choose Open to view the details.
3. To change your decision, choose reconsider. This will rescind your previous response and take you back to the screen where you can choose your response.

Notifications of enforcement action to the business

Enforcing authorities can notify the business of proposed enforcement action through the IT System. If you choose Allow for a proposed enforcement action, the enforcing authority will be sent an email advising them that they can login to the IT system to notify the business. When an enforcing authority does this, an email will be sent to the business' email address provided by the business.

Primary Authority Businesses

Businesses with a Primary Authority partnership can access their own pages of the IT system and view the information and documents you post there. This is a change to the system which was implemented in May 2011. Businesses need to contact LBRO to request access to the system. Below is an overview of how businesses can use the system.

Businesses can:

- View the partnership details
- View additional information you post
- View advice to local authorities you post

Businesses cannot:

- Make changes to the information held on the system
- View messages sent by enforcing authorities
- See any information relating to proposed enforcement actions

Help

There is additional help available on the Help menu of the system. Help is also available from LBRO by calling 0121 226 4000 or email pa@lbro.org.uk.