

Food Safety

Service Plan

2014/15



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Food Safety- why does it matter to Torbay?



Access to safe, healthy food is a fundamental basic right of the community of Torbay.

By ensuring that the food produced and sold in Torbay is safe to eat the Food and Safety team plays an important role in improving the health of the public in Torbay.



The National Food Hygiene scheme was launched in Torbay in November 2011 and over 900 food premises are now rated. Because of the scheme many premises have gone from a 0 or 1 to a 4 or 5 star. Five star being the top score defined as excellent.

We do not however currently meet the full range of statutory requirements set down on us by the Food Standards Agency due to the lack of staffing resources. This however has improved in 2013/14 from previous years with 70% of the C risk premises inspected.



In 2013/14 the Food Team have undertaken a considerable amount of food sampling particularly in relation to food fraud and authenticity of meat. A number of lamb samples were taken from takeaway premises to check if they were actually lamb. All samples came back as lamb. This work will continue in 2014/15.



Fishery establishments in Torbay cannot export their product without the support that is given to them by the Food and Safety team. In addition the team signs every Health Certificate that is needed before they can export to countries such as China and America. This help and support has resulted in a number of fishery premises expanding their export trade over the last couple of years.



In 2013/14 the Food Safety Team in Torbay started an intervention with mobile food vehicles to ensure that they are compliant with food safety requirements. This included running a food safety workshop specifically for mobile vehicle owners and will continue with the inspection of all the mobile food vehicles registered in Torbay with the view of giving them a rating under the national food hygiene rating scheme.

TORBAY COUNCIL

FOOD SAFETY SERVICE PLAN 2014/15

CONTENTS	Page No
1.0 Service Aims and Objectives	
1.2 Aims and Objectives	4
1.3 Links to Corporate Objectives and Plans	4
2.0 Background	
2.1 Authority Profile	5
2.2 Organisational Structure	5
2.3 Scope of the Food Service	5
2.4 Demands on the Food Service	6
2.5 Enforcement Policy	7
3.0 Service Delivery	
3.1 Food Premises Inspections	8
3.2 Food Complaints	9
3.3 Primary Authority Principle	9
3.4 Advice to Business	9
3.5 Food Inspection and Sampling	10
3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease	10
3.7 Food Safety Incidents	11
3.8 Liaison with Other Organisations	11
3.9 Food Safety Promotion	12
4.0 Resources	
4.1 Staffing Allocation	13
4.2 Staff Development Plan	13
5.0 Quality Assessment	
5.1 Quality Assessment	13
6.0 Review Process	
6.1 Review against Service Plan	14
6.2 Identification of any achievements and Variation from the Service Plan	15
6.3 Targets and Areas of Improvement for 2014/15	17
Appendix A	
Organisational chart for the Service	

TORBAY COUNCIL FOOD SAFETY SERVICE PLAN

1.0 Service Aims and Objectives

1.1 Aims and Objectives

This Food Safety Service Plan is required under the Framework Agreement by the Food Standards Agency. The plan is concerned with food safety enforcement work for which Torbay Council is responsible for. This plan is a Key Policy document and as such requires member approved to ensure there is transparency and accountability and once approved the plan is published on the Councils website.

The Food Safety Service has the following vision:

- To improve public health and safety through partnership, education and enforcement

Torbay Council's Food Safety Service Aims and Objectives are:

Aim 1: To promote, through education and enforcement, the sale and/or production of food which is fit and without risk to health.

Objective 1.1: To undertake a risk-based programme of inspections and interventions in food premises in accordance with the Food Standards Agency Food Law Code of Practice

Objective 1.2: To register food businesses in accordance with EC852/2004 and the Food Safety and Hygiene (England) Regulations 2013.

Aim 2: To prevent and control the spread of food borne illness through education and enforcement.

Objective 2.1: To provide a risk-based response to all notifications of food related illness or suspected illness in order to minimise effects on the community.

Objective 2.2: To carry out pro-active sampling in accordance with nationally and locally set programmes.

Objective 2.3: To provide information, advice and education on food safety and public health issues to the business and residential community.

Objective 2.4: To respond to high risk complaints concerning food and food safety.

Aim3: To take action on a consistent, transparent and proportionate basis.

1.2 Links to Corporate Objectives and Plans

The Council's Corporate priorities fed from the Community Plan sets out a number of corporate goals. One of these goals has direct links to the Food Safety Service:

- Working for a healthy, prosperous and happy Bay
- **Public Health.** With the introduction of the Public Health function now sitting within the Local Authority the Food and Safety Team have an important role to play in some of the aims and objectives of the Torbay Public Health Strategy based on the Joint Strategic Needs Assessment.

2.0 Background

2.1 Authority Profile

Torbay Council is a Unitary Authority which comprises of the three main towns of Torquay, Paignton and Brixham, on the south coast of England. Tourism is the dominant industry with the majority of employees working in the service industry. There is also a fishing industry predominantly based in the port of Brixham where there is a large fish market.

More details on the profile of the Authority can be found on the website www.torbay.gov.uk

2.2 Organisational Structure

The chart attached at Appendix A shows the structure of the Food and Safety Team.

The Food and Safety Team sits within the Commercial Team of the Community Safety Business Unit and comprises both Trading Standards Officers and Environmental Health Officers.

Additional support services:-

Additionally appointed specialist services are provided by the Food Examiner at the NAMAS accredited Health Protection Agency Laboratory in Porton Down and a Public Analyst from PASS Laboratory Services based in Wolverhampton.

Advice and support is also provided by Public Health England.

2.3 Scope of the Food Service

The Food Safety service comprises a range of key functions:

- Programmed food hygiene and food standards inspections of food premises within the Bay.
- Implementing and Promoting the National Food Hygiene Rating Scheme across Torbay
- Programmed High risk health and safety inspections and accident investigations
- Responding to food alerts and incidents of food fraud.
- Investigating food and food related complaints and other service requests on a risk based approach.
- Implementing an annual food sampling programme
- Registering food premises and mobile vehicles
- Assessing imported food and its origin.
- Support and advice to food businesses.

2.4 Demands on the Food Service

- Investigating cases of food related illness and other infectious diseases.
- Issuing of health certificates for the export of food products.
- Specific duties with regard to regulating Brixham Fish Market and the mussel harvesting beds at Fishcombe.

The Food and Safety Team has the main responsibility for food standards enforcement work, this work is carried out by both qualified Environmental Health Officers and Trading Standards Officers within this team.

The Food Safety service operates from Commerce House between 9.00am and 5.00pm, Monday to Friday. Early morning and late night visits are also undertaken as required.

Emergency food safety issues are currently directed initially to a 24 hour central control team and then onto authorised food officers as required. Community Safety does not have a formal Out of Hours Service.

On 1st April 2014 the Council had 1953 registered food businesses. The risk profile of these premises shown in Table 1 has been determined in accordance with the FSA's Food Law Code of Practice.

Table 1

Priority	Premises Category	Frequency of Inspection/ Intervention	Total number of premises in category (April 2014)
A	High	6 months	16
B	High	12 months	57
C	High	18 months	681
D	Other	24 months	355
E	Other	36 months	691
U	-	Awaiting inspection	153
Total			1953

The range of premises is as follows:- Primary producers 9, Manufacturers and packers 25, Importers and exporters 2, Distributors 11, Retailers 420 and Restaurants and caterers 1448.

Torbay also has 18 Approved fishery establishments which can take up a lot of time and staffing resource particularly in the area of exporting their products outside of the EU.

Brixham Fish Quay is also a significant cost driver to the work of the Food and Safety Team with its daily auction and regular exports to the EU and other nations and involves at least fortnightly food hygiene inspections by officers. There is also a mussel bed off Brixham which requires monthly sampling and has Category B status which means the mussels are required to be purified before sale.

The Torbay area has already been described primarily as a tourist area and there are a large number of hotels and other tourist attractions which are only open during the tourist season between Easter and October. There is also a high turnover of food businesses in Torbay putting an additional pressure on the Food and safety Team. In 2013/14 the turnover of food businesses was 12%.

Additional demands for 2014/15 include:

In June 2013 one of the Senior EHO's went off on a year's maternity leave, whilst we have an additional post of an EHO this post is currently working part of that post as a school meals client officer until November 2014. In terms of permanent staff there is a still a reduction of 0.3.

In 2014/15 the Food Team will be carrying out a gas safety intervention which will involve them auditing food premises in relation to gas safety issues at the same time as carrying out food safety inspections. This work has already shown very effective outcomes so will be continued.

As Torbay is a Unitary Authority, Public Health now sits as a function within the authority. Whilst this is still in the early stages of development the food and safety team will have an important role to play in some of the work that comes out of the Torbay Public Health Strategy.

2.5 Enforcement Policy

The Community Safety Enforcement Policy sets out what food businesses and others being regulated can expect from the service. The Policy is based on the principles contained within the Regulators Compliance Code and has been updated in 2014 to reflect the recent changes in the Code.

All formal enforcement actions such as prosecutions are taken before the departments Enforcement Panel made up of officers from Community Safety and the Councils Legal team.

The service is committed to ensuring the active implementation and monitoring of the Council's Corporate Equality and Diversity Policy, which states that services will be provided in a fair and equitable way to all groups and individuals in the community.

3.0 Service Delivery

3.1 Food Premises Inspections

Torbay Council has a number of internal performance indicators relating to food safety. For 2014/15 these are as follows:-

- Number of high risk food premises (food hygiene) inspected (Target 100 %)
- Number of high risk food standards premises inspected (Target 100%)

The inspection programme is based on the inspection rating scheme and the intervention Strategy contained in the FSA Food Law Code of Practice. This Code of Practice has been revised in April 2014 which has meant that a % of C risk premises have dropped into the lower category of D risk which means that they will not require as frequent interventions.

New potentially low risk businesses are contacted by a business support unit to ensure that they have basic information for compliance and to identify any that might be of higher risk which will then be inspected.

As there is a considerable turnover of premises in Torbay it is currently not possible to inspect them within 28 days, however they are all assessed following receipt of the food registration form and those of a high risk nature are given priority.

All premises where a statutory notice has been served or which are found to require significant work to be carried out will be subject to a secondary visit within an agreed timescale. It is estimated that at least 103 re-visits will be carried out in addition to the programmed inspections and alternative intervention initiatives. There may also be a number of businesses formally requesting to be revisited for the purposes of rescoring under the Food Hygiene Rating Scheme. In 2013/14 the number of requests for rescoring was 45.

Environmental Health currently has an estimated FTE of 5 officers ([See Table 4](#)), working on food safety issues. This is a reduction of 0.3 FTE from last year. This is because one of the officers is on a secondment post and one officer is also managing the school meals contract part time however from November this officer will become full time on food safety. A contractor was also appointed to undertake 50 inspections in 2013/14 and use of a contractor will also continue in 2014/15.

The primary objectives when carrying out interventions are in accordance with the Food Standards Agency Food Law Code of Practice. However, a special emphasis is placed on the level of compliance with the requirements for documented control systems. Specific consideration is also given to whether samples need to be taken during routine food hygiene inspection work.

3.2 Food Complaints

The Environmental Health Service responds to all complaints about food or food premises made to the Council, however deciding whether or not they require investigation will be done by using a risk based approach to ensure that resources are used effectively.

There were 38 complaints about defective food received up to the end of March 2014. There were also 652 other service requests received relating to issues such as unhygienic food premises, requests for information and advice that were handled by the Food Safety team in 2013/14.

3.3 Primary Authority Scheme

The previous Home Authority Scheme has now been replaced by the Primary Authority Scheme under the new Regulatory Enforcement and Sanctions Act 2009. This aims for the first time to give companies the right to form a statutory partnership with a single local authority. The objective of this is to provide robust and reliable advice on compliance that other Councils must take into account when carrying out inspections or dealing with non compliance.

The Food and Safety Team are currently not involved in any Primary Authority partnerships.

3.4 Advice to Business

The Authority is committed to improving food safety standards through both education and enforcement. In order to use limited resources most effectively, advice is targeted and is as follows:

- During inspections and as part of follow up documentation;
- Via electronic Food Safety Newsletters
- New Business advice
- Through guidance information available on the Food Safety teams fully revised website pages
- Distribution of relevant food safety material to food businesses particularly via the website.
- Advice and information is given to businesses requesting guidance either by telephone or e-mail.

During 2013/14 the Food Safety Team further developed links into the business community by working with the Torbay Business Forum, The Business Improvement Districts, The Tourism Company and the Torbay Development Agency to further promote the Food Hygiene Rating Scheme across the Bay. The department is also at the start of a Better Business for All project which is run by the Better Regulation Delivery Office.

3.5 Food Inspection and Sampling

The Service has in place a documented and publicised sampling policy and a separate documented procedure and programme.

The sampling programme is drawn up in consultation with the Devon Chief Environmental Health Officers Food Sub Group and the SWERCOTS Food Group, in partnership with the Food Examiner from Public Health England Laboratory covering the Torbay area and the Public Analyst at PASS Laboratory Services.

The programme covers authority, county, national and when required European sampling objectives. Each Authority is allocated sampling credits by Public Health England in order to undertake food hygiene sampling and food standards sampling which is resourced from an allocated budget within the Food Safety overall budget.

During 2013/14 158 samples were taken of a range of products including cooked meats from non compliant premises, uncooked batter from fish and chip shops and imported fresh herbs.

Food standards sampling also included cod for substitution, pig's liver for dioxins, lamb based meals for authenticity and minced beef for species testing. Most of the results from these samples were found to be satisfactory and no further follow up action was required, however some of the samples were found to be unsatisfactory and follow up work was required to secure compliance. For example, there were some issues over the labelling of kebabs in terms of their meat content and therefore the food business operators were given advice on how to alter their labelling.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

All formal and informal notifications are recorded on the Environmental Health Service Authority database. Subsequent investigations are based on the type of organism, the number of cases, and are in accordance with Public Health England guidance.

A documented procedure has been produced and agreed with Public Health England and follows the principles established in a countywide procedural document, prepared by the Devon Food Safety Sub Group. During 2013/14 314 infectious disease notifications were received, some of which were serious cases of infectious diseases where the cases were hospitalised and a full outbreak investigation carried out.

3.7 Food Safety Incidents

The service has a documented procedure which deals with action to be taken following the receipt or initiation of a food alert. The FSA Food Law Code of Practice has required specific recording of actions taken following the receipt of a food alert.

Food alerts are received by a direct email from the Food Standards Agency (FSA), by direct emails to the Principal Environmental Health Officer and the Food Safety email box which is checked every day and by text messages to officers' mobile phones.

The Food Alert warning procedure for food incidents recognises that such issues are required to be dealt with quickly in accordance with the categories for each food alert. The procedure identifies the mechanism for passing on the food alert to the appropriate officer, an outline of the action to be taken. Most food alert warnings received require only a small amount of officer resource.

However on occasions it is necessary to provide more resources to deal with food alerts. Any actions taken on a food alert are documented within the Authority data recording system.

During 2013/14 47 Food Alerts were received by the Food Safety Team, a number of which required local action in food premises in Torbay. During the national horse meat incident the Food and Safety team also carried out some work to ensure the traceability of meat supplies in its schools and hospitals, this work continued this year in terms of meat sampling to check authenticity e.g. of meat in kebab shops.

3.8 Liaison with other Organisations

Consistency and value for money is a key feature in all of the Council's Environmental Health functions. With regard to the food safety service, this is achieved by:

- Priority being given to attendance and active participation by the Principal Environmental Health Officer at the Devon Chief Environmental Health Officers' Food Sub Group. This Group co-ordinates peer review and consistency exercises, acts as the discussion forum for topical issues and a means of optimising countywide consistency in enforcement and advice.
- The Food Safety Service also liaises with the following :
 - Public Health England
 - Torbay Development Agency
 - The Food Standards Agency
 - Devon and Cornwall Police
 - The Immigration Service
 - TDA Business Forum
 - Trading Standards Sub Regional Group

3.9 Food Safety Promotion

The Community Safety Service have access to all development and building control applications and acting as a formal consultee on key planning and building control applications and a statutory consultee on all Licensing Act applications.

Education and promotional activities are considered to be important aspects in the delivery of a comprehensive food safety service and it is achieved in the following ways:

- Food Safety articles in the bi annual Food and Safety Newsletter emailed to all food businesses in the Bay.
- Food information available directly from the Food Safety section of the Council website and from the team directly.
- Targeted advice/information sent to relevant groups on issues of county or national significance e.g. on E Coli 0157 guidance, cooking of rice etc.
- Targeted seminars and training sessions are undertaken on various food safety subjects.

4.0 Resources

4.1 Staffing Allocation

The Community Safety Business Unit structure is based on a number of multidisciplinary teams. The Food Safety Team is located within the wider Commercial Team.

[Table 4](#) shows the current full time equivalent of staff working on food safety enforcement, broken down by the competency requirements of the Food Standards Agency Food Law Code of Practice (England) - General qualification and experience requirements.

EHRB officers are Environmental Health Officers who are registered with the Environmental Health Officers Registration Board, (EHRB), after attaining the approved qualifications in Environmental Health.

Table 4: Staff resources dedicated to food safety

Environmental Health Officer (Food and Safety Team)	EHORB	FTE	Other
Principal EHO	YES	0.8	No
Senior EHO	YES	0.8	Lead Assessor
Senior EHO	YES	0.8	Lead Assessor
Senior EHO	YES	0.4	Lead Assessor
Senior EHO	YES	0.8	Lead Assessor
Senior EHO	YES	0.8	Lead Assessor
EHO	YES	0.4	No
Senior EHO	YES	0.1	No
Senior EHO	YES	0.1	Lead Assessor
Trading Standards Officers (Food & Safety Team)	Dip TS/DCAT	FTE	Other
Trading Standards Officer x 3 (food standards only)	YES	0.3	New posts in team since April 2010

4.2 Staff Development Plan

All food safety staff are subject to an annual appraisal and one progress review which tracks and identifies training and development needs. Food safety training needs are prioritised in the context of wider Environmental Health requirements identified within the service wide training plan.

All food safety staff complete a training record log to further assist in identifying development and training needs and for monitoring the competency of individual officers. The officers undertaking specific duties, such as dealing with approved premises, are identified and the training requirements assessed accordingly.

Some of the specific food safety training undertaken by staff during 2013/14 include:-

- FSA Article 5 consistency training
- FSA Evidence and investigation skills course.

5.0 Quality Assessment

5.1 Quality Assessment

The provision of quality services is one of the Council's three guiding principles and food safety is no exception. With regard to food safety the quality agenda is pursued via a number of methods.

Management Monitoring

The documented quality management procedure includes specific monitoring arrangements that are in place for example checking of inspection letters and notices and joint consistency/quality monitoring visits undertaken by the Principal Environmental Health Officer. Complaints against the service are monitored on a Service and Corporate basis.

Food Standards Agency

The service is required to submit an Annual return, detailing the inspections, enforcement and educational activities undertaken, to The Food Standards Agency who closely monitor performance to ensure compliance with the FSA framework agreement.

The FSA also has the power to set standards and to monitor local authority food law enforcement services under the Food Standards Act 1999. The FSA collects information from all United Kingdom food authorities and submits the information to the European Commission.

As detailed in section 3.8, the Principal Environmental Health Officer attends meetings of the Devon Food Sub Group to discuss relevant issues on a regular basis. This group comprises of representatives of all the District and Unitary councils, and Public Health England.

This forum offers the opportunity to discuss, in detail, a wide range of quality and consistency issues relevant to food safety.

In April 2014/15 the Food Safety team will be taking part in an inter authority auditing exercise in relation to the food safety service.

6.0 Review Process

6.1 Review against the service plan

As detailed within Section 1.2, the Council has an established performance management board to monitor the performance of its services.

From an operational perspective the Principal Environmental Health Officer reviews the key performance measures and service improvements contained in the plan on a quarterly basis. [Table 5](#) shows some of the internal indicators covering service delivery and performance as well as the national indicator for food safety and the wider key indicators on the Community Safety Balanced Scorecard that the Food Safety Team feed into and it is those which are reported to management team and members through their performance boards.

In addition, regular one to one meetings are held with staff involved in the Food Safety Service. This is to ensure that on-going projects and improvements outlined in this service plan are effectively monitored and managed. The notes for these

meetings are documented, along with actions and timescales for relevant staff.

Table 5 – Food Safety Service Performance Indicators

SERVICE DELIVERY INDICATORS		2012/13	2013/14	2014/15
Number of Category A and B risk food hygiene premises (due every 6 months) inspected	Target	100%	100%	100%
	Outcome	100%	100%	
Number of Category C high risk food hygiene premises (due every 12 months) inspected	Target	100%	50%	100%
	Outcome	54%	70%	
Number of high risk food standards inspections carried out	Target	100%	100%	100%
	Outcome	88%	100%	

6.2 Identification of achievements and any variation from the service plan

Table 6 below identifies the status of planned service improvement actions from 2013/14. Any remaining improvement objectives are shown in the table below along with the reason for the delay and a revised target, which will be included in the work programme for 2014/15 where appropriate.

Table 6 Achievements and variance from Service Plan 2012-13

Action	Planned Outcome/Output	Achieved Or reason	New Target Date
FABs cross professional working project	Following the evaluation of the cross professional working project, determine whether or not there is merit in progressing this work further	Achieved – evaluation completed. Results showed that there was no merit in taking this project further.	
To explore the opportunities and any joint working that can be undertaken with the new Public Health team now within the Local Authority and also with other Devon Local Authorities to share resources in this field of work.	Initially to understand each other's roles and identify where the Food Team can play a part in the implementation of Torbay's Public Health strategy particularly in relation to infection control issues relating to childcare and residential homes settings.	Achieved - Role of Public Health team now understood and Initial project brief completed for public health work on the provision of healthy children's meals in cafes and takeaways in Torbay.	March 2015
To ensure that the food safety web pages are up to date, relevant and user friendly for businesses and explore the use of social media such as Twitter and Facebook	To improve web pages and set up Twitter account for food safety	Achieved; - Twitter account set up for Food Safety and Licensing @TorbayFSL Webpages in progress although more work to do.	Ongoing work
To improve the links between the business community and the local authority food safety service.	To continue the work with the Torbay Development Agency and the Town Centre Company to increase the marketing opportunities around the Food Hygiene Rating Scheme in the Bay. To run a Food and Safety Update day to update food businesses on food and health and safety matters.	Achieved - Gave presentation at Torbay Enterprise Week. Attended Torquat Food Festival to promote the Food Hygiene Rating Scheme Ran Food Safety Awareness event for food business operators in Torbay. This was attended by over 70 businesses and was well received.	
To undertake work around the traceability and authenticity of food to ensure any food fraud in Torbay is detected and dealt with	To complete annual food safety and food standards sampling plans and also incorporate more work on the authenticity and traceability of food in Torbay.	Achieved – Food standards sampling programme completed which included work on meat authenticity.	

To ensure a consistent approach to rating premises under the National Food Hygiene Rating Scheme	To ensure that all authorised food officers undertake regular peer review exercises both internally and with the rest of Devon Local Authorities	Achieved - Torbay Council Food Team took part in all Devon Food Hygiene Rating scheme consistency exercises. Also complete quarterly internal monitoring exercises.	
To drive up standards of food hygiene in mobile food vehicles registered with Torbay	To implement the Passport system being developed by the Devon Food Sub Group and ensure that all mobile food business operators are aware of how to comply with food hygiene requirements.	Achieved - Mobile food vehicle Passport scheme introduced in Torbay. Mobile food vehicle food safety training undertaken for food business operators.	

6.3 Targets and areas of Improvement for 2014/15

Targets for 2014/15 are in Table 7 and the current planned improvements for 2014/15 are outlined in Table 8.

The Statutory Guidance requires 100% of C risk premises to be inspected. This hasn't been achieved for a number of years due to staffing resources as can be seen from Table 7 below although it has improved in the last year. In 2014/15 some additional resources have been allocated to food inspections by employing a contractor although this is only a short term measure and not a long term solution to the issue.

Table 7 – Targets for 2013-14

SERVICE DELIVERY INDICATORS		2011/12	2012/13	1013/14	2014/15
Number of Category A and B risk food hygiene premises (due every 6 months) inspected	Target	100%	100%	100%	100%
	Outcome	100%	100%	100%	100%
Number of Category C high risk food hygiene premises (due every 12 months) inspected	Target	100%	100%	50%	100%
	Outcome	53%	54%	70%	
Number of high risk food standards inspections carried out	Target	100%	100%	100%	100%
	Outcome	88%	100%	100%	

Table 8 Areas of Improvement for 2014/15

Service Improvement	Planned Outcome/Output	Link to FSA framework agreement	Target Date
To ensure that we offer the regulatory service in terms of Community Safety in a way that helps businesses, thereby encouraging economic growth	To develop a project plan to implement the national Better Business for All project into the Torbay area	All areas of framework agreement	Sept 2014
To increase the provision of healthy children's meals choices in cafes and takeaways in Torbay thereby linking into Torbay's Obesity strategy.	To implement the project plan for this work and ensure it is completed thereby increasing the number of cafes who offer healthy children's meal choices.	All areas of Framework Agreement	March 2015
To raise the standards of food hygiene on mobile food vehicles registered with Torbay	To inspect and rate all of the mobile food vehicles registered with Torbay and ensure that they are given a rating under the national food hygiene rating scheme.	All areas of Framework agreement	March 2015
To ensure that food businesses in Torbay are rated under the revised Food Law Code of Practice	To ensure that the provisions of the newly revised Food Law Code of Practice is followed in Torbay.	All areas of Framework Agreement	Ongoing
To improve the level of information that the consumer in Torbay receives in relation to allergy awareness and food labelling	To implement the provisions of the new Food Information Regulations when they come into force in December 2014	All areas of the Framework agreement	March 2015
To increase the public's awareness of how the food poisoning bacteria campylobacter is picked up	To promote the message Don't wash your raw chicken during National Food Safety Week in June 2014	All areas of the Framework Agreement	July 2014
To increase the public's awareness of the National Food Hygiene Rating scheme in Torbay	To promote the National Food Hygiene Rating Scheme in libraries in Torbay.	All areas of the Framework Agreement	March 2015

Appendix A - Organisational Structure Chart for Food and Safety Service



