

# Food Safety

## Service Plan

2015/16



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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.

In 2014/15 the Food safety team started work with local cafes to improve the provision of healthier children’s meal choices in Torbay. This work is part of the Torbay Healthy Weight strategy launched last year.



The National Food Hygiene scheme was launched in Torbay in November 2011 and nearly 1000 food premises are now rated. Because of the scheme many premises have gone from a 0 or 1 to a 4 or 5. On 1<sup>st</sup> April we had 75 non compliant businesses, following work by the Food Team only 18% of those were still non compliant by the end of the project. This year however we have now another batch of new non compliant premises to deal with. We do not however meet the full range of statutory requirements set down on us by the Food Standards Agency.. This however has improved in 2014/15 from previous years with 82% of the C risk premises inspected (the remaining being closed). 1800 site visits to food premises were done by the Food Team in 2014/15.



In 2014/15 the Community Safety department signed up to a national scheme called Better Business for All which is a partnership scheme between businesses and regulators such as Environmental Health with the aim of supporting local businesses in Torbay and helping them to survive and prosper., by providing good quality, free, impartial business advice. All 10 Local authorities in Devon are also signed up as well as most of Somerset to ensure a consistent approach to business across the South West.



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. In 2014/15 the Food Safety team were also involved in protecting public health by issuing advice to business on the issue of scallops affected by an algal toxin in the Bay over the summer months.



In 2014/15 the Food Safety Team in Torbay started an intervention with Torbay’s food businesses to ensure that they are compliant with new food safety legislation regarding the management of allergies. This included running three allergy workshops where over 470 delegates were given free training and support on the new legislation that came into force in December 2014.

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# 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, in line with the principles of Better Business for All.

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

The Council's Corporate priorities fed from the Community Plan sets out a number of corporate goals. One of these

## Plans

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](http://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 Public Health England 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.
- 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 Torbay Council Town Hall 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.

2.4 Demands on the Food Service

On 1<sup>st</sup> April 2015 the Council had 1954 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 2015)
A	High	6 months	7
B	High	12 months	72
C	High	18 months	306
D	Other	24 months	670
E	Other	36 months	768
U	-	Awaiting inspection	131
<b>Total</b>			<b>1954</b>

The range of premises is as follows:- Primary producers 14 Manufacturers and packers 27, Importers and exporters 3, Distributors 13, Retailers 387 and Restaurants and caterers 460, Hotel/Guest House 375, Caring premises 249, Pub/club 178, Takeaway 115, School/college 49, Supermarket 42, Mobile food unit 39, .

Torbay also has 20 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. In addition there is also a new mussel bed planned 22 miles out to sea for which Torbay Council Food Safety Team will be the Enforcing Authority.

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 2014/15 there were 267 new Food Registration Forms.

Additional demands for 2015/16 include:

In 2014/15 Community Safety signed up to a national scheme called Better Business for All which is a partnership between regulators and the business community to help business growth by helping o support them through the regulatory process in an effective and impartial way. As Community Safety which includes the Food Safety Service is the main front facing service of the Council out meeting businesses this ongoing piece of work is not only very exciting but extremely important for the economy of Torbay.

In 2015/16the Food Team will be carrying out asbestos safety intervention which will involve them auditing food premises in relation to asbestos safety issues at the same time as carrying out food safety inspections. This way of working in relation to gas safety 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 has an important role to play in some of the work that comes out of the Torbay Public Health Strategy. The team is currently working with local cafes to help them provide healthier meal choices on their children's menus. It is hoped that this work which is currently at a pilot stage will be rolled out across the Bay.

## 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 2015/16 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. A large number of D risk premises will still require an intervention either by inspection or other non official controls.

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 2014/15 the number of requests for rescoring doubled from the previous year and the team received a total of 80.

Environmental Health currently has an estimated FTE of 5.4 officers ([See Table 4](#)), working on food safety issues. This is a slight increase from last year as one of the EHO, s now works full time on food safety as the service no longer runs the school meals monitoring service. A contractor was also appointed in 2014/15 to help with the backlog of statutory D risk inspections.

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 37 complaints about defective food received up to the end of March 2015. There were also 793 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 2014/15. An increase of 151 from the previous year.

### 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 2014/15 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. Work in this area will further develop through the Better Business for All Steering Group which includes members from the Federation of Small Businesses, Economic Development and 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 2014/15 131 samples were taken of a range of products including cooked meats from non compliant premises, swabbing of chopping boards for levels of bacteria. Food standards sampling also included ham o pizza topping to check it was the correct meat, vegetables for pesticide residues, the presence of nuts in flour confectionary, lamb in takeaway meals for meat authenticity and haddock in food premises to check for cheaper substitution. Most of the results from these samples were found to be satisfactory although some were found to be unsatisfactory. 2 of the ham samples on the pizza toppings were not ham, 1 of the haddock samples was found not to be haddock. These adverse sample results were followed up with the business and appropriate action was taken to ensure that this does not happen again.

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 2014/15 a number of 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.

### 3.8 Liaison with other Organisations

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 2014/15 41 Food Alerts were received by the Food Safety Team, a number of which required local action in food premises in Torbay. A number of incidents have required action by the Food Team, the biggest of which being the algal toxin issue in local scallops which required a huge amount of time by the food safety team advising the fishing trade on what they needed to do and also carrying out an intensive sampling programme on top of their normal day to day work for which no additional resources were given. As a result of the Food Teams input the public health of Torbay's residents and visitors alike was protected from eating contaminated scallops.

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
  - The Better Regulation Delivery Office
  - Trading Standards Sub Regional Group

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.

### 3.9 Food Safety Promotion

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. The Code of Practice is due to be updated in April 2015/16 and it is expected that there will be some additional requirements regarding the competencies of officers undertaking food safety work.

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

<b>Environmental Health Officer (Food and Safety Team)</b>	<b>EHORB</b>	<b>FTE</b>	<b>Other</b>
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	0.8	No
Senior EHO	YES	0.1	No
Senior EHO	YES	0.1	Lead Assessor
<b>Trading Standards Officers (Food &amp; Safety Team)</b>	<b>Dip TS/DCAT</b>	<b>FTE</b>	<b>Other</b>
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 2014/15 include:-

- FSA Enforcement Sanctions course
- FSA FHRS Lead Auditor training.

**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 took part in an inter authority auditing exercise in relation to the food safety service. In 2015/16 Torbay Council will be taking part in an FSA approved audit process of the National Food Hygiene Rating system for which some additional funding is likely to be received from the Food Standards Agency.

## 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**

<b>SERVICE DELIVERY INDICATORS</b>		<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
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%	100%	100%
	Outcome	70%	82%	
Number of high risk food standards inspections carried out	Target	100%	100%	100%
	Outcome	100%	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 2014/15. 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 2015/16 where appropriate.



**Table 6 Achievements and variance from Service Plan 2014/15**

Action	Planned Outcome/Output	Achieved Or reason	New Target Date
<p>To ensure that we offer the regulatory service in terms of Community Safety in a way that helps businesses, thereby encouraging economic prosperity.</p>	<p>To develop a project plan to implement the national Better Business for All project into the Torbay area</p>	<p><b>Achieved – Better Business for All</b> project now set up by Torbay Council for all Devon and Somerset Regulatory Authorities.</p> <p>Steering group set up which includes representatives from the Federation of Small Businesses, the Local Enterprise Partnership and small to medium sized businesses.</p> <p>Training for officers in the principles of Better Business for All completed.</p> <p>Business survey now completed across Torbay and the rest of Devon and Somerset to find out the views of businesses with a view to improving the relationships between regulators and businesses.</p>	<p>Ongoing work</p>
<p>To look at ways of helping to reduce the levels of childhood obesity in Torbay.</p>	<p>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.</p>	<p><b>Achieved -</b> This project is now underway and 10 local food businesses such as cafes and play centres are now signed up and have agreed to change the menu they offer for children to include healthier options. These menus are due to be ready for the summer season and then a full evaluation of the project will be undertaken.</p> <p>Survey of parents in Torbay was undertaken to gain the views of</p>	<p>Dec 2015</p>

		parents on what type of food they want to see being offered for their children.	
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.	<b>Achieved</b> – most of the mobile food vehicles have now been inspected under the Food Hygiene Rating Scheme and they have been offered training specifically for them.	
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.	<b>Achieved</b> – The principles of the new Code4 of Practice have been implemented to take into account the new inspection frequencies although not all these have been met in some of the lower risk categories.	
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	<b>Achieved</b> – Over 400 delegates trained by the Food and Safety Team in the new legislation regarding Allergy management with very positive feedback from the businesses regarding these events.	Further course being run June 2015
To increase the public's awareness of how the food poisoning bacteria campylobacter is picked up	To promote the message <b>Don't wash your raw chicken</b> during National Food Safety Week in June 2014	<b>Achieved</b> – The Food Safety Team visited Sainsbury's in Torquay during Food Safety Week and spoke to the public about the risks of raw chicken and food poisoning.  Also attended Taste of the West Food Festival in Torquay with the same message during May Bank Holiday.	
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.	<b>Achieved</b> - This was done at both the above events.	

6.3 Targets and areas of Improvement for 2015/16

Targets for 2015/16 are in Table 7 and the current planned improvements for 2015/16 are outlined in Table 8.

The Statutory Guidance requires 100% of C risk premises to be inspected. This has been achieved apart from the premises that are either closed for refurbishment or seasonally closed. In 2014/15 some additional resources were 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 2015/16**

<b>SERVICE DELIVERY INDICATORS</b>		<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
Number of Category A and B risk food hygiene premises (due every 6 months) inspected	Target	100%	100%	100%	100%
	Outcome	100%	100%	100%	
Number of Category C high risk food hygiene premises (due every 12 months) inspected	Target	100%	100%	100%	100%
	Outcome	54%	70%	82%	
Number of high risk food standards inspections carried out	Target	100%	100%	100%	100%
	Outcome	100%	100%	100%	

**Table 8 Areas of Improvement for 2015/16**

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 prosperity and helping businesses to survive.	To ensure that the Better Business for All workplan for Torbay is implemented by the proposed timescales.	All areas of Framework	Detailed in BBFA workplan
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	March 2016

To improve the level of information that the consumer in Torbay receives in relation to allergy awareness and food labelling	To run a free training seminar on allergy management for food businesses in Torbay.	All areas of Framework agreement	July 2015
To increase the public's awareness of how the food poisoning bacteria campylobacter is picked up	To promote the messages in the Food Standards Agency's 2015 <b>Chicken Challenge</b> campaign during National Food Safety Week in June 2015	All areas of Framework Agreement	June 2015
To ensure that the Food Hygiene Rating scheme is run consistently amongst officers within the Torbay Safety Team and in line with other Devon Local Authorities	To undertake an inter authority audit on the national food hygiene rating scheme in accordance with the Food Standards Agency template documents.	All areas of the Framework agreement	March 2016
To improve the awareness of the risks of cooking and cooling rice down in ethnic restaurants.	To produce some educational material for ethnic restaurants on the safe cooking of rice e.g. a leaflet in Bengali on the cooking of rice.	All areas of the Framework Agreement	July 2015
To ensure that D risk premises continue to be monitored for food safety purposes.	To undertake a piece of work looking at using other food safety interventions in D risk food premises that are compliant	All areas of the Framework Agreement	March 2016
To ensure that following the allergy training given earlier this year that businesses are compliant with the new Food Information Regulations 2014.	To undertake a project on allergy management in food premises which will involve looking at their procedures and carrying out sampling as necessary.	All areas of Framework Agreement	August 2015
To ensure that no unfit or illegal meat is being sold in Torbay	To undertake a project looking at the authenticity and traceability of meat supplies in Torbay Food businesses, this will also include sampling as necessary.	All areas of Framework Agreement.	August 2015

Appendix A - Organisational Structure Chart for Food and Safety Service



