

# Food Safety

## Service Plan

2012-2013



This document is available in large print or other formats on request.

# Some of our highlights/achievements of 2011/12



**100% of high risk food premises inspected (apart from those where access could not be obtained as closed for the season)**

**88% of premises broadly compliant (target of 80%)**



**National Food Hygiene scheme launched in Torbay in November 2011 and over 500 food premises now rated. Because of the scheme many premises have gone from a poor rating of 1 to a very good rating of 5.**



**500 primary school children taught how to store food safely in the home at a Junior Lifeskills event.**



**Chinese food safety project undertaken which included running a food safety seminar using interpreters. As a result of this intervention over half of the Chinese restaurants and takeaways in Torbay have a rating of 5 (Very Good).**



**Various food standards samples were taken during the year. Most proved to be satisfactory and compliant with food standards legislation however a small number were non-compliant and needed interventions from the Food and Safety Team to secure compliance. These samples included post mix drinks, mussel samples, bread for levels of salt and environmental swabbing of catering premises.**



**A trainee Environmental Health Officer in the Food and Safety team was awarded 2<sup>nd</sup> place in the UK Environmental Health Student of the Year after completing her 4 year training in the department.**

# TORBAY COUNCIL

## FOOD SAFETY SERVICE PLAN 2012/13

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### Appendix A

Organisational chart for the Service

# TORBAY COUNCIL FOOD SAFETY SERVICE PLAN

## 1.0 Service Aims and Objectives

### 1.1 Aims and Objectives

The Food Standards Agency (FSA) Framework Agreement, July 2004, sets out the Agency's expectations on the planning and delivery of food law enforcement. This Service Plan has been developed by Torbay Council in line with this Agreement, and shows the on-going commitment to providing an effective and value for money Food Law Enforcement Service. This Plan also forms the basis on which Torbay Council will be monitored and audited by the Food Standards Agency.

For the period 2000/05 the FSA reported that the incidence of food borne diseases had reduced by 19.2%, with over 1.5 million fewer cases in England and Wales. This is as a result of the Agency's Food Borne Disease Strategy, which the work of Local Authorities has formed an important part.

The role of this service plan, through the following aims and objectives, is to continue this work on reducing the incidence of food related diseases and improve the health and wellbeing of the public.

#### **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 Hygiene (England) Regulations 2006.

**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 complaints concerning food and food safety".

## 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"
- Food safety is a statutory duty of the Council. Whilst there are no specific food safety targets set out in the Corporate Strategy, a commitment has been given to ensuring that community protection strategies aim to raise health standards and reduce health inequalities through the delivery of relevant services, in partnership with other agencies.

The Food Service Plan is a key Policy Document and is reported annually to full Council for approval.

A corporate performance management framework monitors performance of all services within the Council. Local performance indicators are reported on a quarterly basis through the SPAR system and the use of the Balanced Scorecard.

The Food Safety Service has the following vision:

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

## 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.

The current population is approximately 134,700 of which 7.8% are from ethnic minority groups. The population rises to approximately 200,000 in the summer months. Tourism is Torbay's dominant industry with the industry accounting for 13.5% of the areas gross domestic product. Employment in the service industry is higher than the national average. There are 1912 food premises in Torbay, including the busy fishing port of Brixham, a number of large national manufacturers as well as numerous hotels and other tourist accommodation.

### 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. The Commercial Team also contains Licensing Officers and Health and Safety Officers. Day to day service delivery is supervised by the Principal Environmental Health Officer (Food Safety) lead food officer responsibility also lies with this officer.

As a result of current national and local drivers for change such as the Hampton review and the Councils transformation agenda the Community Safety Business Unit has reviewed its arrangements to ensure it can be in a strong position to respond to any changes. As part of this, the Food and Safety Team along with other teams within Community Safety are trialling a pilot project where when Trading Standards Officers go out to inspect premises such as hotels they undertake information gathering for other teams and in particular gather vital intelligence for the Food and Safety team to help prioritise future workplans. The initial evaluation of this project has begun and this is already showing that the businesses are welcoming this new approach and it also raises the profile of Community Safety within those businesses.

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 Somerset Scientific Services based at Somerset County Council in Taunton.

### 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.
- Health and safety inspections, accident investigations and project work in commercial food premises
- Responding to food alerts
- Dealing with food and food related complaints and other service requests
- Carrying out an annual food sampling programme
- Registering food premises and mobile vehicles
- Dealing with imported food and its origin.
- Education e.g. Chinese Food Hygiene awareness seminars and Junior Lifeskills.
- Food Safety Newsletter and web site information.
- Investigating cases of food related illness and other infectious diseases.

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 Roebuck House offices between 9.00am and 5.00pm, Monday to Friday. Evening and weekend sampling and inspections are carried out as determined by the risk based inspection programme and the premises opening hours. Officers are also present on a weekly basis in the early hours of the morning at Brixham Fish Market to ensure food hygiene standards are being maintained.

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. In addition the Council's website, [www.torbay.gov.uk](http://www.torbay.gov.uk) is used to provide information about food safety services for consumers and business and

2.4 Demands on the Food Service

also provides a direct email address for service requests [food.safety@torbaygov.uk](mailto:food.safety@torbaygov.uk)

On 1<sup>st</sup> April 2012 the Council had 1809 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 2011)
A	High	6 months	7
B	High	12 months	130
C	High	18 months	815
D	Other	24 months	286
E	Other	36 months	521
U	-	Awaiting inspection	153
<b>Total</b>			<b>1912</b>

The inspection portfolio includes 415 retailers, 35 manufacturers, 571 restaurants and other caterers. There are 190 public houses and clubs, 251 caring premises and 384 hotels and guesthouses. Further demands are placed on the service by the team's responsibility for the school meals client function commissioned by Children's Services. There are 38 schools which have this additional element of support and enforcement. An additional workload this year has been the involvement of the School Meals Client Officer in the inspection of high risk businesses in addition to his normal workload.

There are also two medium sized premises producing dairy products and 14 EC approved fish processing establishments. As mentioned earlier the fishing industry is a vital part of Torbay's economy and the port of Brixham is the largest in England and Wales in terms of value of direct landed catch, which totalled £20 million in 2006.

Brixham Fish Quay is also a significant contributor 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 2011/12 a considerable amount of time for the lead officer on fish has been spent approving new fishery establishments due to moving units following the opening of the new fish market premises in 2011.

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.

Additional demands on the Food Safety service in 2011/12 included:

In 2011/12 the Food and Safety team were involved in the launch of the National Food Hygiene Rating Scheme. The scheme was formally launched in November 2011 and rated inspections were carried out from July 2011. To date just over 500 food premises have been rated. The introduction of the scheme has involved a considerable amount of work setting it up and advising the businesses of the scheme. In addition the officers have received a considerable amount of training and continue to undergo regular peer review exercises to ensure consistency in the ratings that are given across the bay.

At the end of 2011/12 due to budget pressures the Food and Safety Team lost one Senior EHO who moved across to the Housing Team – this officer used to spend a day a week on food safety visits and revisits. This post has not been replaced. The knock on effect of this means that the food safety officers will now have to carry out the food enforcement inspections of schools previously carried out by the Senior EHO.

Additional demands for 2012/13 include:

In November 2011 the Food Safety service at Torbay received a follow up visit by the Food Standards Agency following their receipt of the annual Local Authority Enforcement Monitoring scheme data. The feedback from this audit pinpointed a number of matters.

- That Torbay has a huge volume of seasonal businesses that open and shut in Torbay on a regular basis and that these premises need to be inspected quickly before they close down again for the winter.
- That the department does not have enough authorised food officers allocated to that function to undertake all its statutory obligations laid down in the Food Law Code of Practice. The backlog of inspections to Category C and D risk premises was highlighted as an issue by the Food Standards Agency which needs to be addressed in 2012/13.



As during 2011/12, officers working in the Food and Safety Team also undertake health and safety interventions in food and non food premises. In 2012/13 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 is needed as a previous pilot has shown it is an area that can often be neglected and can lead to serious consequences. This work however means that the food officers will have to spend longer at each premises. Other work which the food officers will also undertake is the monitoring of swimming pools over the summer months to maintain ongoing compliance in this area.

The Public Health White Paper introduced by Government is expected to have an impact into the way the whole of Community Safety works and there may be considerable opportunities for the Food and Safety team to be involved in other areas of public health work as the Executive Head of Community Safety will be sitting on the new Health and Wellbeing Board once it comes into effect next year.

## 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. The Policy covers the following areas:

- The Guiding Principles of Enforcement which officers will adhere to whilst undertaking their duties
- the approach we will adopt
- practical arrangements for putting the policy into effect
- how we will endeavour to ensure the quality of the service consistency and effective targeting and proportionality of enforcement activity

A copy of the Enforcement Policy is available for inspection at the Council offices on request or via the Council's website. 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. An initial Equality Impact Assessment was completed in November 2010 for the whole Food and Safety Service

## 3.0 Service Delivery

### 3.1 Food Premises Inspections

Torbay Council has a number of internal performance indicators relating to food safety. For 2012/13 these are as follows:-

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

In relation to other C and D risk inspections the targets for 2012/13 are contained within the Food Hygiene Rating scheme Project Plan. This project means a significant increased inspection target from previous years and therefore apart from the day to day statutory work the amount of other intervention work has again been kept to a minimum for 2012/13.

The inspection programme is based on the inspection rating scheme and the intervention Strategy contained in the FSA Food Law Code of Practice.

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.

The number of inspections for category A premises is 2 a year as they require an inspection frequency of 6 months.

New premises are normally inspected within 28 days of opening and will be in addition to this total inspection figure and it is anticipated that there will be approximately 75 such premises during the year.

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 143 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 2011/12 the number of requests for rescoring was 30.

Environmental Health currently has an estimated FTE of 6.5 officers, including administration ([See Table 4](#)), working on food safety issues.

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.

<p>3.2 Food Complaints</p>	<p>The Environmental Health Service responds to all complaints about food or food premises made to the Council. There were 8 complaints about defective food received up to the end of March 2012. There were also 631 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 2011/12.</p>
<p>3.3 Primary Authority Principle</p>	<p>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 of when carrying out inspections or dealing with non compliance.</p> <p>The Food and Safety Team is not currently signed up as a Primary Authority however the team will be undertaking a piece of work in 2012/13 which will be looking at new ways of working with businesses and will include areas such as the Primary Authority Scheme and other new initiatives.</p>
<p>3.4 Advice to Business</p>	<p>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:</p> <ul style="list-style-type: none"> <li>• During inspections and as part of follow up documentation;</li> <li>• Via Food Safety Newsletters delivered to all registered food businesses</li> <li>• Start up advice on request.</li> <li>• Through guidance information available on the Food Safety teams fully revised website pages</li> <li>• Distribution of relevant food safety material to food businesses particularly via the website.</li> <li>• Advice and information is given to businesses requesting guidance either by telephone or e-mail.</li> </ul> <p>In 2011/12 the Food and Safety Team has continued to work hard to implement the Food Standards Agency Safer Food Better Business scheme within many of the Bays food premises thereby increasing the level of communication with local businesses.</p>

### 3.5 Food Inspection and Sampling

During 2011/12 the Food Safety Team further developed links into the local business community by the organisation of a Food Hygiene Training Day for Chinese Food Business Operators as they are some of the highest risk premises in the Bay due to the nature of the products they handle. On this the businesses could obtain information on food safety issues and in particular gather information on how the Food Hygiene Rating scheme applied to their business. The aim of which was to improve communication and consultation with businesses in order to refine and develop service delivery performance. This approach seems to have worked in many premises and 24 out of the 40 Chinese food premises now have a food hygiene rating of 5 (very good).

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 the Health Protection Agency Laboratory covering the Torbay area and the Public Analyst at Somerset Scientific Services. The purpose of food sampling is to ensure that food is safe to eat, to verify a businesses procedures and to ensure compliance with food safety and standards legislation.

The programme covers authority, county, national LACORS and when required European sampling objectives. Each Authority is allocated sampling credits by the Health Protection Agency 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 2011/12 the Health Protection Agency Laboratory network went through a further major reorganisation which led to the closure of the HPA Food and Water Laboratory at Bristol and Torbay now sends its food and water samples to the Porton Down (Dorset) HPA Laboratory.

During 2011/12 85 samples were taken of a range of products including raw and cooked meat, ready to eat deli foods, environmental swabbing and mussel samples. Food standards sampling also included potatoes for anti sprouting agent, post mix drinks, meat species in takeaway premises and alcohol testing to check for substitution. 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, the post mix drinks mix showed that the dispensing equipment needed to be cleaned better so revisits were carried out and an educational article placed within the food safety newsletter.

The programme does not preclude the need to undertake reactive sampling, which includes food complaints, and investigations for food poisoning outbreaks.

In 2012/13 Torbay's Food Safety Team will be linked to a national sampling database called FSS Net. This will allow the Food Standards Agency and the Local Authority to monitor trends in results and to determine priorities for future years.

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 Department of Health and Health Protection Agency guidance.

A documented procedure has been produced and agreed with the Health Protection Agency and follows the principles established in a countywide procedural document, prepared by the Devon Food Safety Sub Group. During 2011/12 294 infectious disease notifications were received.

Campylobacter was the highest of those reported in Torbay and forms part of the Fast's Food Borne Disease Strategy for targeted campaigns. The team also investigated a number of Norovirus outbreaks in hotels reported to the department by the Health Protection Agency and other food premises to give advice and try to control any spread of infection across the Bay.

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 2011/12 39 Food Alerts were received by the Food Safety Team.

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 benchmarking 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 :
  - Health Protection Agency
  - Torbay Care Trust
  - The Food Standards Agency
  - Devon and Cornwall Police
  - The Immigration Service
  - TDA Business Forum
  - Trading Standards Regional Sub Group

The Environmental Health 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

Educational 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 sent 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.
- Targeted seminars and training sessions are undertaken on various food safety subjects. In 2011/12 the Food Safety team ran a Food Hygiene Training Seminar for Chinese Food Business Operators
- The Food Safety Team has also continued its involvement with the Torbay Junior Lifeskills event coordinated by Community Safety. In 2011/12 the team ran a food safety scenario at this event and taught over 500 schoolchildren including young adults with learning difficulties about the importance of food safety using two characters called Sam and Ella and their fridge of food safety horrors! There is a large piece of work to be undertaken by the organisers of Junior Lifeskills in 2012/13 to evaluate the effectiveness of this event and ensure that it is still relevant and that the messages are taken in by the children attending.

## 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. Following the restructure in 2010/11 the links between the various teams have become much closer and there is more joint working between teams and the sharing of intelligence to ensure resources are focused in the right place i.e. those with highest risk.

[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.

Non-EHRB staff are other officers, who may be involved in the service, such as for administration duties.

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	
Senior EHO	YES	0.8	Lead Assessor
Senior EHO	YES	0.8	
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	
Technical Clerks x 2 (Part of Operational Support team)	NO	0.8	Level 3 Food Hygiene Cert
<b>Trading Standards Officers ( Food and Safety Team)</b>	<b>Dip TS/DCAT</b>	<b>FTE</b>	<b>Other</b>
Trading Standards Officer x 3	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 2011/12 include:-

- Internal Food Hygiene Rating Consistency peer review exercises
- Food Factory Enforcement training
- Internal training on new food standards legislation e.g. gluten free claims.



## 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 the Health Protection Agency.

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

During 2012/13 Torbay's Food Safety service are due to be audited as part of an internal Swercots audit scheme by Cornwall Council.

## 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 internal SPAR 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>2009/10</b>	<b>2011/12</b>	<b>2012/13</b>
Number of Category A risk food hygiene premises (due every 6 months) inspected	Target	100%	100%	100%
	Outcome	100%	100%	
Number of Category B risk food hygiene premises (due every 12months) inspected	Target	100%	100%	100%
	Outcome	87%	100%	
Number of high risk food standards inspections carried out	Target	100%	100%	100%
	Outcome	67%	100%	
% of food premises in the area that are Broadly Compliant with food hygiene law (National indicator up to April 2010)	Target	80%	80%	80%
	Outcome	88%	88%	

### 6.2 Identification of achievements and any variation from the service plan

Table 6 below identifies the status of planned service improvement actions from 2011/12. 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 2012/13 where appropriate.

**Table 6**

Action	Planned Outcome/Output	Achieved Or reason	New Target Date
To raise the standards of food hygiene within food premises in Torbay	Implement the FSA's Food Hygiene Rating Scheme to ensure both hygiene standards are raised and that consumers have better access to information on food businesses and thereby making informed choices on where they wish to	<b>Achieved</b> – The National Food Hygiene Scheme was launched in November 2011. 500 food premises have been rated so far. Of the premises that have put in for a request of a rescore the majority have gone from a rating of 1 (major improvement needed to a rating of 5 (very good)	Ongoing work.
To implement the recommendations of the new FSA E Coli guidance for businesses and enforcement officers.	To assess butchers and catering premises compliance with the FSA's E Coli Guidance	<b>Achieved-</b> all butchers have been written to and inspected in line with the E Coli guidance. Article on E Coli placed in Food Safety Newsletter and guidance followed on inspections.	
To implement a project with Chinese food businesses	To aim to work with these businesses to ensure that they are broadly compliant with food hygiene legislation and in doing so develop good working relationships with the businesses and have a better understanding of specific cultural issues.	<b>Achieved</b> – All Chinese food premises inspected. Food Hygiene seminar run for Chinese food business operators. 24 out of 40 now have a food hygiene rating of 5 following interventions by local authority.	
To continue cross professional working pilot to make effective use of resources	To ensure that intelligence from other teams within Community Safety is used effectively.	<b>Achieved</b> – FAB's project introduced where Trading Standards Officers gather intelligence and provide information to businesses in the lower risk food premises. Initial feedback from businesses is that they welcome this approach.	

6.3 Areas of Improvement for 2012/13

Some of the current planned improvements for 2012/13 are outlined in Table 7.

Table 7

Service Improvement	Planned Outcome/Output	Link to FSA framework agreement	Target Date
To raise the standards of food hygiene in food businesses in Torbay	To continue with the National Food Hygiene Rating scheme and complete the required number of interventions in the NFHSR plan and to particularly concentrate on those premises scoring a rating of O or 1.	All areas of Framework agreement	To complete Year 2 of project plan by March 2013
To continue the Cross Professional Working pilot	To ensure that the intelligence from non food officers is used effectively to put resources into the areas that need it whilst at the same time raising the profile of the work of Community Safety. This pilot will be kept under review to ensure its effectiveness.	All areas of framework agreement	Ongoing
To ensure that the food safety web pages are up to date, relevant and user friendly for businesses	To take part in the wider Community Safety work to improve the department's web pages and to ensure we target information to businesses in the best and most appropriate ways.	All areas of Framework agreement	March 2013
To improve the links between the business community and the local authority food safety service.	To investigate any possible links into the Local Enterprise Partnerships to the mutual benefit of the business community and local authority alike. Also promote the concept of the Primary Authority scheme to businesses who may be interested in this approach.	All areas of Framework Agreement	March 2013
To ensure that all the seasonal premises due in Torbay receive an intervention in line with the Food Law Code of Practice	To inspect all seasonal premises that are due in 2012/13 before they close down for the winter season.	All areas of the Framework agreement	March 2013
To ensure food is safe to eat for residents and visitors alike in Torbay	To complete annual food safety and food standards sampling plans and also incorporate more imported foods sampling by being part of the FSA Imported Foods sampling programme.	All areas of Framework agreement	March 2013

Appendix A - Organisational Structure Chart for Food and Safety Service



