

# Food Safety




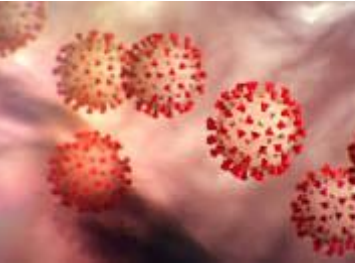
## Service Plan

2022/23



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

# Food Safety - why does it matter to Torbay?

|   |   |
|---|---|
|  <p>The logo for the Food Standards Agency's Food Hygiene Rating scheme. It features a green background with the text 'FOOD HYGIENE RATING' and a scale from 0 to 5. The number 5 is highlighted in a larger circle, with the text 'VERY GOOD' below it. The Food Standards Agency logo is in the top left corner, and a note says 'This scheme is operated in partnership with your local authority.'</p> | <p>The National Food Hygiene scheme was launched in Torbay in November 2011 and 1196 food premises are now rated. Because of the scheme many premises have gone from a 0 or 1 to a 4 or 5. Despite the additional workload of the Covid 19 pandemic the team have completed 100% of the high-risk premises identified in the Food Standards Agency Covid Recovery Plan.</p>   |
|  <p>The logo for 'Better Business for All'. It features a stylized graphic of three upward-pointing arrows in blue and green. The text reads 'Better Business for All' in blue and green, with the tagline 'A local partnership between Businesses and Regulatory Services to promote growth' in smaller green text below.</p>   | <p>In 2021/22 the Community Safety Department continue to play a vital role in a national scheme called Better Business for All. This is a partnership scheme between businesses and regulators such as Environmental Health with the aim of supporting local businesses. Via this scheme the Food Safety Team have been involved in producing a number of guidance documents to support businesses through the lockdown and re-opening periods of the Covid pandemic</p>   |
|  <p>A photograph showing several fishing boats docked at a pier. The boats are primarily red and white, with some yellow accents. They are moored in a body of water, and the pier structure is visible in the foreground.</p>  | <p>Fishery establishments in Torbay cannot export their product without the support that is given to them by the Food and Safety Team. Part of the teams work is that they sign every Health Certificate that is needed before they can export to countries such as China and America and the EU. Since the Brexit transition in January 2021 the team now have a daily presence at Brixham Fish Market to support the fishing industry and provide an effective certification service to allow them to export.</p> |
|  <p>A microscopic image showing several red, spherical virus particles. The particles have a textured, spiky surface and are set against a blurred, light-colored background.</p>  | <p>Since March 2020 the Food and safety Team have played a vital role in supporting businesses through the Covid pandemic by providing them with a wealth of information and support and being involved in seminars and update sessions in partnership with the Public Health team. They have also ensured that there has been a level playing field for businesses and have taken three successful legal cases against businesses who have not complied with Covid regulations.</p>                                |

# TORBAY COUNCIL

## FOOD SAFETY SERVICE PLAN 2022/23

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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 senior manager approval and sign off to ensure there is transparency and accountability and once approved the plan is published on the Council's 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 Plans

The Council's Corporate priorities fed from the Community Plan sets out a number of corporate goals. Two of these visions are directly linked to the Food Safety Service. These are a:

- Thriving economy
- Thriving People
- 
- **Public Health.** With the Public Health function 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 of Environmental Health Officers and a Regulatory Support Officer .

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 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, dealing with Corporate Health and Safety issues that arise.

2.4 Demands on the Food Service

- 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, advice and training 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 off Brixham and other areas of the Bay.

Until April 2017 The Food and Safety Team had the main responsibility for food standards enforcement work, this work is now carried out by Devon, Somerset and Torbay Trading Standards Partnership as part of a formal contracted service agreement with Devon County Council.

The Food Safety service would normally operate from the Town Hall in Torquay but due to the pandemic officers now work mainly from home or the food safety office that is now at Brixham Fish Market. 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. The Council does not have a formal Out of Hours Service.

On 1<sup>st</sup> April 2022 the Council had 2065 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 2022) | Total number of premises in category due this year. |
|--------------|-------------------|---------------------------------------|---|---|
| A            | High              | 6 months                              | 8   | 8   |
| B            | High              | 12 months                             | 60  | 60  |
| C            | High              | 18 months                             | 211   | 138   |
| D            | Other             | 24 months                             | 690   | 536   |
| E            | Other             | 36 months                             | 968   | 117   |
| U            | -                 | Awaiting inspection                   | 128   | 128   |
| <b>Total</b> |                   |                                       | <b>2065</b>                                       | <b>987</b>  |

The range of premises is as follows: - Primary producers 63, Manufacturers and packers 44, Importers and exporters 4, Distributors 20, Retailers 455, Restaurants and caterers 413, Hotel/Guest House 313, Caring premises 206, Pub/club 150, Takeaway 158, School/college 53, Supermarket 51, Mobile food unit 88. In addition, there are 47 fishing boats.

Torbay also has 16 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 demand pressure to the work of the Food and Safety Team with its daily auction and regular exports to the EU and other nations. 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 mussel bed which opened in 2016, 21 miles out to sea for which Torbay Council Food Safety Team is the Enforcing Authority - this is particularly resource intensive. At the time of writing this plan there is also another mussel bed going through the initial classification stages to be a commercial bed .

Since the start of 2021 the team have had to have a daily presence at Brixham Fish Market to carry out an export health certification service to the local fishing industry.

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 2021/22 there were 302 new Food Registration Forms.

Additional demands for 2021/22 include:

In 2021/22 the additional pressures placed on the team due to the Brexit export certification changes will continue and have an impact onto the statutory food safety work as there is a limited resource in terms of qualified officers who are able to do this work.

The Community Safety team, is signed up to a national scheme called Better Business for All (BBFA) which is a partnership between regulators and the business community to help business growth by helping to 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 type of partnership working has been invaluable during the Covid pandemic as it enabled resources to be shared when producing guidance etc to support the business community.

A working group was set up within BBFA to organise free online allergen training webinars for businesses.

During September & October 2020, three free webinars were hosted for businesses across the Heart of the South West to help them to manage allergens in the food they sell/serve. The webinars were represented by a mixture of Trading Standards and Environmental Health Officers. A Torbay EHO was present at each webinar to offer support and advice. There were 275 attendees in total, the webinars were recorded and are hosted on the TS website.

### **Social Media Producers & Sellers Toolkit**

During the pandemic there was an increase in the number of new food businesses registering, mainly home producers like cake, bread and sweet producers. It was felt that these businesses struggled to access both food hygiene and standards information relevant to these types of businesses without having to access multiple agencies/websites and so a project was set up to produce a toolkit for these types of businesses in the form of an online app. A working group was set up with a mixture of TS & EH – Torbay have been part of this working group. An app was developed to give bespoke advice to small, low risk home food producers. The toolkit is focused on 5 key areas, namely: food registration considerations, food hygiene, food standards, business management and business structure (e.g. operation place of work and preparation). This app was piloted Jan-March 2022 with support from the FSA. We are now at the point of applying for further funding to further develop the app for a wider audience.

The team will also be involved in other statutory health and safety work as required.

In 2022/23 the Food and Safety team will continue to attempt to meet the milestones of the various phases of the Food Standards Agency Covid Recovery Plan. Whilst we are meeting the high risk targets set by the FSA there is a large backlog of the lower to medium risk inspections overdue due to the pandemic and whilst currently not a statutory target set by the FSA we will be working to try and reduce this backlog over the next 12 months so the inspection programme comes back into line with the Food Law Code of Practice.



## 2.5 Enforcement Policy

The Community Safety Enforcement and Prosecution 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 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 although this has not operated during Covid .

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 Interventions

Torbay Council has a number of internal performance indicators relating to food safety. For 2022/23 these are as follows:-

- Number of high risk food premises (food hygiene) inspected (Target 100%)
- Number of medium risk interventions (Target as FSA Recovery Plan )
- Number of low risk interventions (Target as FSA Recovery Plan )
- Number of unrated premises receiving an intervention (The target is to keep the number below 100 at any point in time )

Officers will use a range of different interventions depending on the risk of the business and they are required to follow Torbay Council's internal Intervention Policy.

E risk and new potentially low risk businesses are triaged by the Regulatory Support Officer to ensure that they have basic information for compliance and to identify any that might be of higher risk which will then be inspected.

All new businesses receive an advice email from a food officer and businesses are offered a chargeable advice visit should they require it and businesses now have to pay for any rescore request, which they can do if they score poorly under the Food Hygiene Rating Scheme, to speed up the re-inspection. The take up of chargeable services has been low as expected.

As there is a considerable turnover of premises in Torbay (approx. 300 a year) 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 2021/22 the number of requests for rescoring totalled 15.

Environmental Health currently has an estimated FTE of 4.7 officers ([See Table 4](#)), working on food safety issues. This has reduced since last year due to losing capacity to the export service that is provided, although plans are in place to address this newly created reduction in capacity. A 'Regulatory Support Officer' post is currently vacant, and one Senior EHO has also come back from long term sick. The 5.2 FTE includes a contractor working on a temporary basis to backfill some of the pressures due to the provision of the export certification service.

### 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 30 complaints about defective food received up to the end of March 2022. There were also 1209 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 2021/22.

### 3.3 Primary Authority Scheme

The Primary Authority Scheme under the Regulatory Enforcement and Sanctions Act 2009 aims 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-compliant premises.

The Food and Safety Team have one primary authority partnership with Leisureplex Hotels Ltd, this is a joint partnership with Devon, Somerset and Torbay Trading Standards.

#### 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 email
- Charged for advice visits
- Through guidance information available on the Food Safety Teams website
- Distribution of relevant food safety material to food businesses particularly via the website and the Food Safety Team Twitter account
- Advice and information is given to businesses requesting guidance either by telephone or e-mail.

Work in the area of business support will further develop through the Better Business for All Steering Group which includes members from the Federation of Small Businesses, Economic Development and the Regulatory Delivery Office. The Food Safety Team also run a Business Connect group to improve communications and information sharing between all the front facing services of Torbay Council such as Business Rates, Building Control and Food Safety and this is continuing to work well in terms of sharing intelligence across the Council.

#### 3.5 Food Inspection and Sampling

The Service has a documented sampling programme which contains details of the sampling and swabbing to be undertaken for the year although this is limited at present due to staff resources .

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 Security Agency 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 which is resourced from an allocated budget within the Food Safety overall budget.

Food safety sampling for 2022/23 will include vegan products and sandwich ingredients as well as a number of other HAS National Studies, however this will be dependant on the resources available.

#### 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 Health Security Agency guidance.

### 3.7 Food Safety Incidents

A documented procedure has been produced and agreed with the Health Security Agency and follows the principles established in a countywide procedural document, prepared by the Devon Food Safety Sub Group. During 2021/22, 262 infectious disease notifications were received

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 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 and 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 2021/22, 55 Food Alerts were received by the Food Safety Team, a number of which required local action in food premises in Torbay such as ensuring certain products were withdrawn from sale to protect the health of customers who may have purchased that product.

### 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:

- The Health Security Agency
- Torbay Development Agency
- The Food Standards Agency
- Devon and Cornwall Police
- Border Force
- The Office of Product Services and Standards
- 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 regular Food and Safety Newsletter emailed to all subscribing food businesses in the Bay.
- Running of Level 2 Food Hygiene courses (although not during Covid)
- 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, Sous Vide etc.
- Targeted seminars and training sessions are undertaken on various food safety subjects although not through the Covid pandemic.

## 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.

In terms of whether the team has enough resources, whilst the table shows we have 4.7 FTE officers in practice this is reduced to 4.3 if the contractor is not working for us as he is employed on a temporary basis. The issue of resourcing is particularly in the area of the export service and it is hoped that an additional post of a food and safety officer will be agreed in coming months to allow the food officers to return to their statutory food safety duties.

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          | 0.6        | No            |
| Senior EHO   | YES          | 0.6        | Lead Assessor |
| Senior EHO   | YES          | 0.6        | Lead Assessor |
| Senior EHO   | YES          | 0.6        | Lead Assessor |
| Senior EHO   | YES          | 0.4        | Lead Assessor |
| Senior EHO   | YES          | 0.4        | Lead Assessor |
| Senior EHO   | YES          | 0.6        | No            |
| Regulatory Support Officer                                 | YES          | 0.5        | No            |
| Contractor EHO   | Yes          | 0.4        | No            |

#### 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 2021/22 include: -

- HAS E Coli and Listeria training
- Sous Vide 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 the Health Security Agency.

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

## 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. The Principal Environmental Health Officer meets with the Assistant Director of Community and Customer Services on a quarterly basis to discuss food safety performance and any issues are fed up to the Senior Leadership Team as required along the main Food Safety Service Plan on an annual basis .

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**

| Risk of premises                                 | Risk of premises | 2021/22  | 2022/23                                  |
|--|------------------|--|--|
| A risk interventions carried out                 | Target           | 100%   | 100%                                     |
|  | Outcome          | 100%   |  |
| B risk interventions carried out                 | Target           | 100%   | 100%                                     |
|  | Outcome          | 100%   |  |
| C risk interventions carried out ( Compliant C ) | Target           | No target for this in FSA Covid Recovery Plan      | 100% by September 2022                   |
|  | Outcome          |  |  |
| D risk interventions carried out ( Compliant D ) | Target           | No target for this in FSA Covid Recovery Plan      | 100% by Dec 2022                         |
|  | Outcome          |  |  |
| E risk interventions carried out                 | Target           | No Target in FSA Covid Recovery Plan               | No target in FSA Covid Recovery Plan.    |
|  | Outcome          |  |  |
| Number of unrated premises outstanding           | Target           | 249 at start of year reduced to 110 by end of year | Keep number to below 100 at any one time |
|  | Outcome          |  |  |

6.2 Identification of achievements and any variation from the service plan

Table 6 below identifies the status of planned service improvement actions from 2019/20 (No service plan was written in this format for 2020/21 due to the Covid pandemic) 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 2022/23 where appropriate.

**Table 6 Achievements and variance from Service Plan 2019/20**

| Action  | Planned Outcome/Output  | Achieved Or reason   | New Target Date |
|---|---|--|-----------------|
| 1.To complete the Ethnic business project started in 2019/20  | To improve the channels of communication with this sector of businesses to improve their understanding of food safety and thereby helping to increase compliance with food safety legislation | <b>Achieved:</b> This project was fully completed and an evaluation report sent to BISS. This work is now being extended by the Torbay Development Agency to see if there is a need to set up a specific business group to meet their specific needs .   |                 |
| 2.To develop and implement an allergy management project  | To increase awareness of allergy management requirements with the businesses and increase compliance in this area of work   | <b>Achieved:</b> From September 2020 three allergy management seminars were run in partnership with Devon and Somerset Trading Standards.  |                 |
| 3. To ensure that food businesses in Torbay particularly those who export are Brexit ready especially in the event of a No Deal | To ensure that the exporting businesses in the Bay have all the information they require to export their products effectively .   | <b>Achieved:</b> The team has provided the exporting fishery businesses with all the information they require for exporting to the EU and other countries . The team have a daily rota at the Brixham Fish Market to enable them to support the fishing industry. There are however a number of ongoing national issues relating to the exporting of fishery products which are beyond the control of the food safety team . | Ongoing         |
| 4. To move the Food Safety Newsletter onto the Mailchimp system   | To ensure that the newsletter is GDPR compliant   | <b>Achieved:</b> This was completed and now the Food and Safety Bulletin goes out to 4,920 subscribers and effectively communicates food and safety messages out to the business community .   |                 |

|  |  |   |         |
|--|--|---|---------|
| 5.To introduce a mobile working solution in the Food Safety Team | To improve the efficiency of the work carried out by the team as they will be able to access information more readily on site. The use of handheld devices for food inspections is also being explored | <b>Achieved:</b> , This has not yet been achieved as the work was delayed due to Covid but has started up again | Ongoing |
|  |  |   |         |

6.3 Targets and areas of Improvement for 2022/23

Targets for 2022/23 are in Table 7 and the current planned improvements for 2022/23 are contained in Table 8.

**Table 7 – Targets for 2022/23**

| <b>SERVICE DELIVERY INDICATORS</b>   |         | <b>2021/22</b>         | <b>2022/23</b>   |
|--|---------|------------------------|--|
| Number of Category A and B risk food hygiene premises (due every 6 months) inspected | Target  | 100%                   | 100%   |
|  | Outcome | 100%                   | 100%   |
| Number of Category C risk food hygiene premises (due every 18 months) inspected      | Target  | No target due to Covid | 100% of non compliant by Sept 2022                     |
|  | Outcome | N/A                    |  |
| Number of Category D risk food hygiene premises (due every 2 years )                 | Target  | No target due to Covid | 100% of non compliant by Dec 2022                      |
|  | Outcome | N/A                    |  |
| No of unrated premises due for an intervention                                       | Target  |                        | To keep to below 100 unrated premise at any one time . |
|  | Outcome |                        |  |

**Table 8 Areas of Improvement for 2022/23**

| Service Improvement   | Planned Outcome/Output   | Link to FSA framework agreement      | Target Date                     |
|---|--|--------------------------------------|---------------------------------|
| 1.To review all the food safety procedures on RIAMS   | To ensure that officers are provided with guidance and procedures that are up to date and relevant   | All areas of the Framework agreement | March 2023                      |
| 2.To review the Approved premises procedure and documentation used and undertake any necessary changes        | To ensure that officers are provided with up to date guidance and procedures in line with the Food Law Code of Practice .  | All areas of the Framework agreement | October 2022                    |
| 3. To take part in the Mobile Working and Database Management project for Community Safety                    | To provide the food safety team with a more effective mobile working solution and food safety database to improve their ways of working out on site                                    | All areas of Framework agreement     | Ongoing – Refer to Project Plan |
| 3. To continue engaging in the Business Process Re-engineering project  | To provide the end user with a more effective way of dealing with the Food and Safety team as well as the whole of Community safety  | All areas of Framework Agreement     | Ongoing                         |
| 5.To undertake a review of the charging system for the Export Health Certification Service                    | To ensure that the service is based on an effective cost recovery system to allow it to be properly resourced and reduce the impact it is having on the statutory food safety system . | All areas of the Framework Agreement | Sept 2022                       |
| 6. To ensure that the requirements of the FSA Covid Recovery Plan are met in line with the Phases for 2022/23 | To ensure that the food safety service in Torbay remains on track to bring the service back into line with the Food Law Code of Practice .   | All areas of framework agreement     | March 2022 – FSA Recovery Plan  |

Appendix A - Organisational Structure Chart for Food and Safety Service

