

# Food & Safety

## BULLETIN

Summer 2017

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Keep up to date with the latest news and advice from the Food Safety, Licensing and Trading Standards teams of Torbay Council - @TorbayFSL

### Other ways to contact us:

Tel: 01803 208025  
[www.torbay.gov.uk/foodsafety](http://www.torbay.gov.uk/foodsafety)



## Welcome

to the 12th edition of our Food & Safety Bulletin, included are articles of interest on food safety that are likely to be relevant to your business.

If you would like any help or advice on any of the articles in this edition please contact a member of the Team on the details below.

Wishing you a successful summer season.

**Helen Perkins - Principal Environmental Health Officer, Community Safety**

## A rollercoaster of a year in the Food and Safety team

Last year saw the Food and Safety team going through a number of changes as a result of budget pressures within Torbay Council. This reduction in the teams' budget has resulted in the loss of a part time Senior Environmental Health Officers post which has meant that the food safety team will no longer be able to carry out the non-statutory free business advice visits that we have been doing. We are however looking at various options to still offer these advice visits but on a chargeable basis, this currently already happens in a number of other Local Authorities across the country.

Despite these changes the Food Team have continued to work hard to ensure that businesses and the general public alike receive a good service from us and that food safety remains a priority. Some of the things we have been working on in 2016/17 include:

- The production of a guidance document for chefs on a high risk cooking technique called Sous Vide.
- Participation in a Devon and Cornwall wide Food Hygiene Rating Scheme audit to ensure that officers in Torbay are consistently applying the rating scheme within our local businesses.
- Setting up Torbay Council as a training centre for Level 2 Food Hygiene courses to offer good quality low cost training.
- Developing the Torbay Business Connect group where officers from areas such as planning, business rates, licensing and food safety meet together to discuss issues that affect local businesses, thereby ensuring better signposting to the services offered by the Council.
- And much more...



# Hold Brilliant Barbecues

## Barbecues

When barbecuing, the most important things are to make sure that raw meat is handled carefully and cooked properly. Remember, even if the meat is charred on the outside, it might not be properly cooked in the middle.

It's very important to cook poultry, pork, burgers, sausages and kebabs until they are piping hot all the way through, with no pinkness left.

## Cooking on the BBQ

Light the barbecue well in advance, making sure you use enough charcoal. Wait until it is glowing red with a powdery grey surface before starting to cook.

Move food around the barbecue and turn it regularly, to ensure even cooking.

If you're cooking large amounts, you could start to cook raw meat on one barbecue and then move it onto another one when it is partially cooked, to help reduce the risk of cross-contamination.

To ensure thorough cooking, you could cook meat indoors and finish it off on the barbecue for added flavour.

## Prevent Cross Contamination

When you're cooking or serving outdoors, and working out of your usual routine, you should be especially careful to avoid cross-contamination.

Follow these tips to avoid cross contamination

- Always wash your hands thoroughly after handling raw meat.
- Use separate tongs for raw and cooked meat.
- Never put cooked food on a plate that has been used for raw meat.
- Keep raw meat away from ready-to-eat foods, such as salads, sandwiches and desserts.
- Don't put raw meat products next to cooked or partially cooked meat on the barbecue.
- Don't add sauce or marinade to cooked food if it has already been used with raw meat.



## Traceability

Traceability is the ability to track any food through all stages of production, processing and distribution. It should mean that food distribution can be traced one step backwards and one step forward at any point in the supply chain. The purpose of traceability is to assist in the withdrawals and recalls of unsafe food and to provide information to authorities in the event of food safety problems.

A food business must be able to provide traceability records (e.g. invoices) which include the address of the supplier or customer, nature and quality of products and date of the transaction and delivery. It is also helpful to record the batch number or durability information (shelf life information). Failure to provide such information could result in the food being classified as unfit for human consumption if the origin of the food cannot be proven. Businesses should have their records organised and available for inspection at short notice.

## Changes to Torbay Trading Standards

- On the 1st May 2017 Torbay Council Trading Standards merged with Devon & Somerset Trading Standards Service. Whilst there will still be a Trading Standards presence in the Town Hall in Torquay, the Service will be managed via County Hall in Exeter.
- The primary aim of the merger is to improve future resilience for the Service while continuing to provide the same level of service for stake holders.
- You will still be able to contact the Trading Standards Service via the Citizens Advice Consumer Helpline **03454040506** or via [www.devonsomersettradingstandards.gov.uk/contact-us/](http://www.devonsomersettradingstandards.gov.uk/contact-us/)

# STOP LOAN SHARKS

Intervention . Support . Education

## DON'T FALL VICTIM OF A LOAN SHARK! REPORT THEM NOW!

The England Illegal Money Lending Team (IMLT) are urging residents in Torbay to come forward and report a loan shark if they or someone they know has been a victim.

A loan shark is someone who lends money illegally without the correct authorisation from the Financial Conduct Authority (FCA). Loan sharks normally appear friendly at first, but this behaviour soon changes once you owe money. Loan sharks can have a hugely detrimental impact on the lives of victims, causing them untold misery.

The England Illegal Money Lending Team (IMLT) can help people who have been a victim of a loan shark. This Agency work with local Trading Standards authorities across the country to investigate and prosecute illegal money lending and related offences. We know it can be

scary to ask for help, but the IMLT are there to help, not judge, and will let you know what your options are so you can decide what to do.

You can check if someone is authorised to lend money by visiting the Financial Conduct Authority's website and searching for a company, person or postcode through their Financial Services Register

### To report a loan shark:

- Call the 24-hour confidential hotline on **0300 555 2222**
- Text a report to **078600 22116**
- Visit the website **[www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)**
- Email **[reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk)**
- Private message the team at **[www.facebook.com/stoploansharksproject](https://www.facebook.com/stoploansharksproject)**



## Implications of the Immigration Act 2016 on Alcohol Licensing

New measures came into force on 6 April 2017, which have been implemented under the Immigration Act 2016. The Act has placed a duty upon the licensing authority to check that all new applicants have the right to both live and work in the United Kingdom. Being granted a licence or continuing to hold a licence is now reliant on compliance with UK immigration laws.

The Home Office has become a responsible authority and added to the list of authorities that must be notified of any application made. The Home Office has the power to object to applications or to call a review of a licence, where immigration offences have been detected.

New application forms have been published and applicants must now provide their date of birth, Nationality and evidence of their entitlement to carry out a licensable activity. Documentary proof will be required by way of full UK passport or full original birth certificate and National Insurance Number, if British, or passport and further evidence of work entitlement if not British.

### These new measures apply to:

New applications for premises licences, applications to transfer a premises licence, Variations to a DPS and Personal Licence applications.

For more information contact the licensing team on **[licensing@torbay.gov.uk](mailto:licensing@torbay.gov.uk)**

# Business Continuity Advice for Local Business

Business Continuity is about identifying those parts of your business that you can't afford to lose and planning how to maintain these if an incident occurs. Any incident, large or small, whether accidental or deliberate, can cause major disruption to your business. But if you plan now, rather than waiting for it to happen, you will be able to get back to business in the quickest possible time. Delays could mean you lose valuable business to your competitors, or that your customers lose confidence in you and your business. 80% of businesses affected by a major incident close within a month.

If you have no existing plans start by listing, in priority order, the key services. Prepare and document alternative arrangements, and workarounds, so that each of these priority services could continue in all circumstances, including prolonged power failure, lack of access to office buildings, cyber-attack, loss of key staff through accident or illness etc.

## 1st Milestone - identify the need to plan

- Identify all critical services and prioritise them.
- Identify the potential threats
- Calculate the impact – measure the impact of each critical service within each process of each disruptive challenge that could occur.
- Decide how much risk you can prevent or reduce and how much your business can take. Plan for the remainder.

## 2nd Milestone - prepare your plan

- Prepare a simple generic plan of actions to enable you to continue each of your priority services, which also details specific actions for different types of risk and different services.

## 3rd Milestone - test your plan

- Discuss your plan with all relevant staff, including the staff involved with key services, cover all training needs.
- Simulate a theoretical disaster and test your plan and feedback if it can be improved.
- Review regularly, for example annually.

For more information and guidance please visit [www.thebci.org](http://www.thebci.org) and [www.london.gov.uk/about-us/organisations-we-work/london-prepared/preparing-your-business](http://www.london.gov.uk/about-us/organisations-we-work/london-prepared/preparing-your-business).

# Outdoor seating? Do you need a Pavement Café Licence?

If you'd like to expand your business by providing tables and chairs on the highway then you may need to apply for a pavement café licence. This also applies to existing businesses with outdoor seating on the highway. A Pavement Cafe guidance document can be found on our website at [www.torbay.gov.uk/pavement-licence](http://www.torbay.gov.uk/pavement-licence). You can apply online or download an application form [here](#) too.

As pavement cafés become increasingly popular this type of licence helps the council to regulate their operation whilst maximising the use of our public spaces for people and boosting the local economy.

The Food team will be checking these licences against their conditions as part of their day to day inspections this year. If you have any questions about pavement café licensing please contact us online <https://forms.torbay.gov.uk/ContactLicenceTrading> or via the call centre 01803 208025.

# Unsupervised Alcohol Sales

It has been brought to the attention of the Licensing team that some Hotels and Guesthouses that hold premises licences enabling the sale of alcohol on their premises, are enabling the sale of alcohol in a potentially unlawful manner. These premises are running unmanned bars, relying on 'honesty boxes', where guests simply help themselves to alcohol and place the appropriate sum into a box.

There is a duty bestowed upon all holders of a premises licence to ensure that alcohol is sold responsibly and that the licensing objectives are fully promoted at all times. It is difficult to envisage any scenario where an 'honesty box' at an unmanned bar, would enable safeguards to ensure that no alcohol was sold to minors, or that alcohol was not sold to someone who is drunk. There are strict penalties upon conviction for unlawful alcohol sales and therefore the strong advice from the Licensing Authority is that unmanned bars should not be operated at any time.

# Sun, sea and scrumptious bites - catering at outdoor events

**Do you run a mobile food business?  
Are you thinking of catering at an event in Torbay?**

Each year the Council is involved with supporting and inspecting over 30 events in Torbay. The Food Safety, Licensing and Events Teams have a duty to ensure that events are run safely and that the public are not put at risk by poor food hygiene practices. From April 2016 Torbay Council has introduced a new policy for Mobile Food Traders at events. This policy will mean that anyone wishing to use Torbay Council Land will need to demonstrate that all caterers have a Food Hygiene Rating of 3 or above.

In addition the Food Safety Team have produced guidance for Mobile Food traders indicating expected standards for those attending events.

Further information and copies of these documents can be found at:

[www.torbay.gov.uk/mobile-caterers](http://www.torbay.gov.uk/mobile-caterers)



## heart of the south west Growth Hub

Speak to a Growth Hub adviser who will talk through your business needs and provide tailored support

Access thousands of practical, factual and digestible reports, guides, factsheets and reference resources for businesses

Visit our website for easy to search listings of funded local events and business support services

Find out more about 'Better Business for All' – the regulatory business advice service in Devon, Plymouth, Somerset and Torbay



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# Food Hygiene Training Course Launched Spring 2017

Level 2 Food Hygiene in Catering regulated courses have recently been launched by Environmental Health Officers at Torbay Council. There is a monthly programme planned and bookings can be made via the council's website [www.torbay.gov.uk/food-safety-training/](http://www.torbay.gov.uk/food-safety-training/)

This level of training and knowledge is the minimum which would be expected of food handlers working in catering. It covers all the basics such as bacteria, safe storing, cooking, cooling and how to avoid food poisoning. The cost is £50 per person. So far there has been a 100% pass rate and feedback on the course is very positive.

So congratulations to the following businesses:-

Royal Hotel in Babbacombe, Mount Olivet Nursing Home, Frensham House, Cross Park House, Hotel Patricia, Quayside Hotel and Trelawney Hotel, who all invested in their staff by providing training for them.

We have a number of bespoke training sessions booked across the bay whereby the business provides the venue, lunch and a minimum of 10 delegates and we provide the rest! Training, exam papers and workbooks. For a fuller discussion of your needs and pricing, please email [Isobelle.belcher@torbay.gov.uk](mailto:Isobelle.belcher@torbay.gov.uk).

We will also be offering later this year a series of training and associated exams including emergency first aid and paediatric first aid. So if you run a big hotel or are a child

centre provider, you may be interested to see how we compare.

Comments from the feedback include:-

***"The best part about attending the course was learning from other people and interaction with the tutors."***

***"Informal, friendly approach and willingness to share stories and listen to comments"***

***"Interesting content and well-paced."***



## A Brexit Resilience and Opportunities Group

A Brexit Resilience and Opportunities Group (BROG) has been set up across the Heart of the South-West with the aim of understanding the opportunities and issues around Brexit for our business community, to share information, research and expertise and to make a strong argument to government about how our area should look once we're out of the EU.

Article 50 is the "starting gun" that has been fired; we are looking to influence government thinking as well as help prepare for Brexit, but, we can't do that without input from our business community. Please contact us- we want to hear about and discuss the issues that you are facing so that we can best prepare our case to Government.

A short business survey will be distributed over the next few weeks so please look out and complete it for us to ensure your voice is heard....

For more information on any of the above please contact Hattie Winter - [hattie.winter@heartofswlep.co.uk](mailto:hattie.winter@heartofswlep.co.uk)

This document can be made available in other formats.  
For further information please contact 01803 208025.