

Food Safety

Service Plan

2017/18



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Food Safety - why does it matter to Torbay?



The National Food Hygiene scheme was launched in Torbay in November 2011 and over 1000 food premises are now rated. Because of the scheme many premises have gone from a 0 or 1 to a 4 or 5. We do not however currently meet the full range of statutory requirements set down on us by the Food Standards Agency and as a result of a recent FSA audit a potential risk to food safety has been identified in Torbay Councils area.



In 2016/17 the Community Safety Department continue to play a vital role in a national scheme called Better Business for All which is a partnership scheme between businesses and regulators such as Environmental Health with the aim of supporting local businesses in Torbay and helping them to survive and prosper, by providing good quality, free, impartial business advice. All 10 local authorities in Devon are also signed up as well as most of Somerset to ensure a consistent approach to business across the South West.



Fishery establishments in Torbay cannot export their product without the support that is given to them by the Food and Safety Team. In addition the team signs every Health Certificate that is needed before they can export to countries such as China and America. In 2016/17 the Food Safety Team continued to protect the public health of both residents and visitors alike by ensuring that the mussel beds in Torbay comply with food safety requirements.



In 2017/18 the Food and Safety Team set up as a training centre for Level 2 Food Hygiene course. 7 courses were run and over 80 food handlers trained. These courses have been well received. Running these courses not only aids legal compliance but promotes good working relationships with the food business operators as well as providing well trained employees. These courses will continue to be run in 2017/18

TORBAY COUNCIL

FOOD SAFETY SERVICE PLAN 2017/18

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TORBAY COUNCIL FOOD SAFETY SERVICE PLAN

1.0 Service Aims and Objectives

1.1 Aims and Objectives

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

The Food Safety Service has the following vision:

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

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

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

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

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

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

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

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

Objective 2.3: To provide information, advice and education on food safety and public health issues to the business and residential community, in line with the principles of Better Business for All.

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

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

1.2 Links to Corporate Objectives and Plans

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

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

2.0 Background

2.1 Authority Profile

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

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

2.2 Organisational Structure

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

The Food and Safety Team sits within the Commercial Team of the Community Safety Business Unit and comprises of Corporate Health and Safety officers and Environmental Health Officers.

Additional support services:-

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

Advice and support is also provided by Public Health England.

2.3 Scope of the Food Service

The Food Safety service comprises a range of key functions:

- Programmed food hygiene 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.
- Responding to food alerts and incidents of food fraud.
- Investigating food and food related complaints and other service requests on a risk based approach.

2.4 Demands on the Food Service

- 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..

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 shared service agreement.

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

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

On 1st April 2017 the Council had 2067 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 2016)	Total number of premises in category due this year.
A	High	6 months	6	6
B	High	12 months	55	59
C	High	18 months	231	148
D	Other	24 months	721	454
E	Other	36 months	862	717
U	-	Awaiting inspection	192	245
Total			2067	1629

The range of premises is as follows:- Primary producers 10
Manufacturers and packers 36, Importers and exporters 1,
Distributors 11, Retailers 431 and Restaurants and caterers
456, Hotel/Guest House 371, Caring premises 268, Pub/club
180, Takeaway 130, School/college 52, Supermarket 41,
Mobile food unit 63.

Torbay also has 17 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 and involves
at least fortnightly food hygiene inspections by officers. There
is also a mussel bed off Brixham which requires monthly
sampling and has Category B status which means the
mussels are required to be purified before sale. In addition
there is also a new mussel bed which opened in 2016, 21
miles out to sea for which Torbay Council Food Safety Team
will be the Enforcing Authority- this is particularly resource
intensive.

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 2016/17 there
were 233 new Food Registration Forms.

Additional demands for 2017/18 include:

In 2016/17 all of the Food Safety Officers were put at risk
during a restructure of the Community Safety Department,
this involved a considerable amount of additional pressure on
the team until the final restructure was announced. It is
possible that the Food and Safety Team will be subject to
further restructures in coming years.

In 2016/17 Community Safety signed up to a national scheme
called Better Business for All which is a partnership between
regulators and the business community to help business
growth by helping 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 ongoing piece of work is not only very exciting but
extremely important for the economy of Torbay.

As in 2016 this year the Food Team will continue to carry out
signposting work on asbestos safety and this year the team
will also be involved in statutory work ensuring the risk of
legionella is effectively managed in our holiday parks.

In 2016/17 Torbay Council Food Safety Team was subject to an audit from the Food Standards Agency because of its LAEMS return for 2015/16. This audit identified that Torbay Council is not meeting its statutory function in terms of food safety and that there is a potential risk to food safety in Torbay as there are a considerable number of overdue premises that require an intervention – this is due to the team not having sufficient staff to carry out all the interventions as required by the Food Law Code of Practice. The main recommendations are as follows :-

1. The Food Safety Service Plan should include :
 - 1a. A comparison of the full time equivalents (FTE) required ensuring the delivery of food safety activities in accordance with the Food Law Code of Practice against those available to the Service. Any shortfall should be reported to the senior delegated manager and/or the appropriate Member forum.
 - b. All the demands placed upon the Service including the full intervention programme across all premises risk ratings in accordance with Service Planning Guidance.
 - c. An annual review of the Service Plan including an assessment of the full intervention programme with the identification of any variances from the programme including any unrated or overdue premises that needs to be carried over to next year's intervention programme.
2. The Authority should carry out interventions at all food hygiene establishments in their area, at a frequency which is not less than that determined under the intervention rating schemes set out in the relevant legislation, Code of Practice or other centrally issued guidance.
3. The Authority should set up, maintain and implement a documented sampling policy and programme in accordance with the Food Law Code of Practice.
4. The Authority should ensure that sufficient officers have been appointed to carry out the work detailed in the annual Service Plan.

An action plan has been completed to address the issues raised in the audit and some of these issues are also identified in the Areas of Improvement at the end of this report.

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 recent changes in the Code.

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

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

3.0 Service Delivery

3.1 Food Premises Interventions

Torbay Council has a number of internal performance indicators relating to food safety. For 2017/18 these are as follows:-

- Number of high risk food premises (food hygiene) inspected (Target 100%)
- Number of medium risk interventions (100%)
- Number of low risk interventions (Target 100%)
- Number of unrated premises receiving an intervention (the target is to reduce these by half from 2016/17)

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.

High risk and new potentially low risk businesses are contacted by the 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.

In previous years advice visits have been given to new businesses prior to their initial rating but due to resource pressures these advice visits are no longer done – the new business will however receive a telephone advice call.

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

All premises where a statutory notice has been served or which are found to require significant work to be carried out will be subject to a secondary visit within an agreed timescale. It is estimated that at least 103 re-visits will be carried out in addition to the programmed inspections and alternative intervention initiatives. There may also be a number of businesses formally requesting to be revisited for the purposes of rescoring under the Food Hygiene Rating Scheme. In 2016/17 the number of requests for rescoring totalled 84.

Environmental Health currently has an estimated FTE of 5.0 officers ([See Table 4](#)), working on food safety issues. This is a reduction of 0.5 from last year. In 2016/17 the team were 2 Senior EHO's down as one was on maternity leave and the other on sick leave.

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 39 complaints about defective food received up to the end of March 2017 There were also 779 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 2016/17.

3.3 Primary Authority Scheme

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

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

3.4 Advice to Business

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

- During inspections and as part of follow up documentation;
- Via electronic Food Safety Newsletters
- New Business telephone advice
- 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.

During 2016/17 the Food Safety Team further developed links into the business community by working with the Torbay Business Forum, The Torbay and Devon Chambers of Commerce and the Torbay Development Agency to further promote the Food Hygiene Rating Scheme across the Bay. Work in this area will further develop through the Better Business for All Steering Group which includes members from the Federation of Small Businesses, Economic Development and the Regulatory Delivery Office. Work streams coming out of this group include a regional Commercialisation project and the harmonisation of Export certification charges. The Food Safety Team have also set up 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.

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.

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

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

During 2016/17 168 samples were taken of a range of products including rice sampling, hogs pudding and charcuterie as well as a number of PHE National Sampling surveys.

Food safety sampling for 2017/18 will include sous vide foods, hygiene and food sampling of mobile food vehicles as well as the PHE National studies.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

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

A documented procedure has been produced and agreed with Public Health England and follows the principles established in a countywide procedural document, prepared by the Devon Food Safety Sub Group. During 2016/17 211 infectious disease notifications were received

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

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

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

During 2016/17 74 Food Alerts were received by the Food Safety Team, a number of which required local action in food premises in Torbay. A number of incidents have required action by the Food Team, one of which being an unprecedented level of Norovirus contamination in relation to shellfish which involved an investigation with the business involved and the Food Standards Agency.

3.8 Liaison with other Organisations

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

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

<p>3.9 Food Safety Promotion</p>	<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • Food Safety articles in the bi annual Food and Safety Newsletter emailed to all food businesses in the Bay. • • Running of Level 2 Food Hygiene courses. • 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.
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4.0 Resources

<p>4.1 Staffing Allocation</p>	<p>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.</p> <p>Table 4 shows the current full time equivalent of staff working on food safety enforcement, broken down by the competency requirements of the Food Standards Agency Food Law Code of Practice (England) - General qualification and experience requirements. The Code of Practice was updated in 2015/16 and as a result there is a new competency framework for food officers which has been completed in 2016/17 to ensure that all food officers in Torbay have the correct competencies to undertake their roles effectively.</p> <p>Whilst the table shows we have 5.0 FTE officers in practice this is reduced to 4.5FTE as 0.5 of a post mainly deals with work associated with the fish market, mussel sampling and export certification. Although these resources are believed to be insufficient to meet the food requirements of the Food Law Code of Practice, only when the changes already agreed in the audit action plan have been implemented, will the Council be able to better estimate the resources required. These figures will be included in the 2018-19 Food Safety Service Plan.</p> <p>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.</p>
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Table 4: Staff resources dedicated to food safety

Environmental Health Officer (Food and Safety Team)	EHORB	FTE	Other
Principal EHO	YES	0.8	No
Senior EHO	YES	0.8	Lead Assessor
Senior EHO	YES	0.8	Lead Assessor
Senior EHO	YES	0.8	Lead Assessor
Senior EHO	YES	0.8	Lead Assessor
Senior EHO	YES	0.8	No
Senior EHO	YES	0.1	No
Senior EHO	YES	0.1	Lead Assessor

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 completes 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 2016/17 include:-

- Internal Sous Vide training
- PHE Sampling techniques
- Level 3 Education and Training Certificate (City and Guilds)

5.0 Quality Assessment

5.1 Quality Assessment

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

Management Monitoring

The documented quality management procedure includes specific monitoring arrangements that are in place for example

checking of inspection letters and notices and joint consistency/quality monitoring visits undertaken by the Principal Environmental Health Officer. Complaints against the service are monitored on a Service and Corporate basis.

Food Standards Agency

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

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

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

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

In February 2017 Torbay Council was audited by the FSA for food safety compliance, the findings of which are highlighted in Section 2.4 and the public report and action plan can be found on www.food.gov.uk

6.0 Review Process

6.1 Review against the service plan

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

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

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

Table 5 – Food Safety Service Performance Indicators

Risk of premises	Risk of premises	2015/16	2016/17	2017/18
A risk interventions carried out	Target	100%	100%	100%
	Outcome	100%	100%	
B risk interventions carried out	Target	100%	100%	100%
	Outcome	100%	100%	
C risk interventions carried out	Target	100%	100%	100%
	Outcome	96%	100%	
D risk interventions carried out	Target		25%	100%
	Outcome	Not available	44%	
E risk interventions carried out	Target			100%
	Outcome	Not available	No target set	
Number of unrated premises outstanding	Target			
	Outcome	Not available	Not available	50% reduction in no of unrated premises.

6.2 Identification of achievements and any variation from the service plan

Table 6 below identifies the status of planned service improvement actions from 2016/17 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 2017/18 where appropriate.

Table 6 Achievements and variance from Service Plan 2016/17

Action	Planned Outcome/Output	Achieved Or reason	New Target Date
To ensure that we offer the regulatory service in terms of Community Safety in a way that helps businesses, thereby encouraging economic prosperity and helping businesses to survive.	To further develop closer links with the various trade bodies in Torbay to ensure that we raise the profile of the team and the services we can offer thereby increasing their awareness of new legislation, what they need to do to comply etc.	Achieved: We now have links with all the main business groups in Torbay through our Better Business for All and Business Connect links. The team have also attended a number of high profile events such as the National Conference of the Federation of Small Businesses to	
To improve the level of training all food officers get on aspects of the fishing industry	To run an internal training course for all food officers on aspects of fishery inspection. To improve the knowledge and awareness of food officers in relation to fish issues	Achieved: A training course was run for the food officers on aspects of fish enforcement and safety	
To implement the actions detailed in the Devon Inter authority auditing Action Plan for Torbay	By completing the actions this will ensure that we have full compliance with the FHRs Brand Standard	Achieved: All the actions on the audit Action Plan were completed.	
To improve the level of awareness and knowledge of both food business operators and officers alike in the area of Sous Vide	To produce a Sous Vide Guidance note for food business operators to increase their knowledge and awareness and Sous Vide . Carry out an internal officer training session on Sous Vide to increase the knowledge of food safety officers on this issue	Achieved: Sous Vide officer training carried out and guide for food business operators now complete	
To set up Torbay as a training body to deliver food safety training courses	To start running Level 2 Food Hygiene course from April 1 st 2017 with the aim of improving food business compliance and also developing the training skills of food safety officers	Achieved: Torbay now set up as a training centre for Level 2 Food Hygiene training and 7 courses have been run to date for 83 delegates with positive feedback from delegates.	To arrange more dates for new courses by Aug 2017

To ensure the food safety and standards officers are competent to undertake their roles in line with the new FSA Food Law Code of practice Competency Framework.	To complete the FSA Competency Framework with all officers to ensure they have the necessary skills and knowledge to undertake their role in accordance with the Food Law Code of Practice	Achieved: The Competency Framework document is now complete for the Food Safety Team and its authorised officers.	
To improve partnership working in terms of event safety	To develop an Events Food Safety checklist for food officers to use on events to ensure food safety. Develop Food Safety Guidance for food business Operators attending outdoor events.	Achieved: Outdoor Events Guidance and checklist now completed and being used by both the Events Team and the Food Safety Team.	
To improve the communications that the Food Safety Team has with new businesses	To take part in the Food Standards Agency Communications Pilot which is designed to look at the letters that go out to new food businesses to see if they have an impact on their food hygiene rating	Achieved: Torbay Food Safety team is now part of the FSA pilot and is following a project plan developed by the Regulatory Delivery Office	Pilot due to finish in Feb 2018.

6.3 Targets and areas of Improvement for 2017/18

Targets for 2017/18 are in Table 7 and the current planned improvements for 2017/1 are contained in Table 8.

Whilst the team meet the targets for higher risk premises they are not meeting their statutory targets for medium and low risk premises which in turn could move into the higher risk categories if they are not inspected regularly.

Table 7 – Targets for 2017/18

SERVICE DELIVERY INDICATORS		2014/15	2015/16	2016/17	2017/18
Number of Category A and B risk food hygiene premises (due every 6 months) inspected	Target	100%	100%	100%	100%
	Outcome	100%	100%	100%	
Number of Category C risk food hygiene premises (due every 6 months) inspected	Target	100%	100%	100%	100%
	Outcome	96%	96%	100%	
Number of Category D and E risk food hygiene premises (due every 2 and 3 years respectively)	Target	100%	100%	25%	
	Outcome	N/A	45% No Es	44% No Es	100% for both D and E
No of unrated premises due for an intervention					Reduce by 50%

Table 8 Areas of Improvement for 2017/18

Service Improvement	Planned Outcome/Output	Link to FSA framework agreement	Target Date
To ensure that the Action Plan following the FSA audit is implemented.	To put the Food Safety Service Plan and Audit report to Senior Leadership and Members via the Torbay Council Audit Committee. This will raise the profile of food safety in Torbay Council and will clearly make Senior Leadership team and Members aware of the fact that our statutory food safety requirements are not being met.	All areas of Framework	Sept 2017
Improve the way Torbay Council food safety sampling is developed and documented.	Develop a food sampling policy for Torbay which outlines what we do in terms of food sampling.	All areas of Framework Agreement	March 2018
To develop new chargeable non statutory services for food businesses such as advice visits etc.	To take part in the Better Business for All Commercialisation project with a view of having in place a set of non-statutory chargeable services available to food businesses thereby increasing the income raised by the Food and Safety Team and increasing compliance of food safety in those businesses	All areas of Framework agreement	March 2018
To ensure that the way Torbay charges for fish export certification is consistent with other Local Authorities in Devon and Somerset	To take part in the BBFA Harmonisation of Export Fees and Charges project to ensure that businesses are operating in a level playing field.	All areas of Framework Agreement	March 2018
To ensure that our lower risk premises receive an intervention in accordance with the Food Law Code of Practice	To develop a range of interventions that could be used in the lower risk food businesses thereby helping to comply with the Food Law Code of Practice and raising compliance levels of food safety in these types of premises.	All areas of the Framework agreement	Sept 2017

Appendix A - Organisational Structure Chart for Food and Safety Service

