

Food & Safety

BULLETIN

Summer 2016

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Follow us on Twitter!

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



Welcome

to the 10th edition of our Food & Safety Bulletin, included are articles of interest on food safety plus health and 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

Your feedback is important!

Do you find this newsletter useful? Click **here** to complete a quick survey - it only takes a minute of your time and will help us provide you with relevant and useful information in future editions.

Free training for managers and owners

On the 4th October the Food and Safety team will be running one of their popular half day training sessions which will include topics such as managing asbestos, norovirus outbreaks, child exploitation and fire safety. Officers from the team will also be on hand to give advice on areas such as food safety, trading standards and health and safety. This is a great opportunity to get some good quality, free training. This session is aimed at managers and owners of food businesses in Torbay. It will be held in the Riviera Centre in Torquay (morning session). Places are limited to 2 delegates per premises. If you would like to book a place please email helen.perkins@torbay.gov.uk





Torbay Council is part of the Heart of the South West Better Business for All (BBfA) Partnership who have successfully brought together representatives from 13 district authorities, two county councils, two unitary authorities, the Fire Rescue Services and a host of other regulatory and business support organisations across Devon and Somerset. Representatives within the partnership come from a range of regulatory backgrounds including environmental health, licensing, trading standards, planning and fire safety.

The purpose of BBfA is to open the lines of communication between regulators and businesses to improve our working relationship and in turn, over time creating businesses' confidence in us by building up their trust and value in us.

We hope that by consulting with businesses about why and how they are regulated, the advice that they need and what would help them to comply we will be able to highlight the benefits of regulation to business and in turn businesses in Devon and Somerset will be more willing to seek advice from local regulators without fear of enforcement activity.

To that end we have a steering group on which the Heart of the South West Local Enterprise Partnership (HotSW LEP) and Federation of Small Business (FSB) sit and we are also in talks with other local business groups so that the work that we do is business led.

By working together we hope to ensure a level playing field for businesses across the two counties, supporting our local businesses and encouraging economic growth.

If you would like any further information on the Heart of the South West Better Business for All Partnership please do get in touch

Katherine.Allday@torbay.gov.uk

Do you need a Safer Food Better business Pack or diary refill?

Save your printer ink, paper and time and let us provide you with what you need.

We can provide you with a professional, good quality SFBB pack and diary refill at a competitive price. The pack will be printed in colour on good quality wipeable paper.

To order your pack phone 01803 208025

(card payment only)

Option 1.

Safer Food Better Business Pack plus a years diary - **£15.00**

Option 2.

1 years diary refill - **£5.00**

(prices include postage and packing)

Asbestos Awareness

Officers from Torbay Council have carried out over 150 visits as part of the national "Duty to Manage Asbestos" campaign. There have been a number of incidents in Torbay, where employees and contractors have been exposed to asbestos at work. Exposure usually happens when someone has not been told about the presence of asbestos in the workplace, e.g. someone installing CCTV and drilling through asbestos insulation board. If you already have an asbestos register which is regularly updated then you may not need to do anything more.

If you haven't, then we have produced some guidance to help you:

www.torbay.gov.uk/swbb-asbestos.pdf



The Food Safety Team has been helping local cafes to get healthy choices on the children's menus. The businesses were offered free nutritional training with an NHS Dietician and then given help and support by the team to create a children's menu or tweak their existing menus looking at ingredients, portion size and cooking methods.

We consulted with 200 Torbay parents to get their views on where they took their children out to eat, what they'd like to see on the children's menus and what the barriers were to them choosing healthy options. All of this information was fed back to the businesses.

As a result of the Growing Kidz project the following Torquay and Paignton cafes have some great, healthy options at reasonable prices:

- Dot's Pantry, 118 Union Street, Torquay
- Living Coasts
- Paignton Zoo
- Play Cafe, 161 Union Street, Torquay
- Savva's, 304D Union Street, Torquay
- Tudors Cafe, Fore Street, St Marychurch
- Yellow Frog Cafe, Combe Pafford School, Moor Lane, Watcombe

Could you make some simple changes to your menu?

- Grilling instead of frying
- Offering an alternative carbohydrate to chips e.g. pasta or rice
- Offering half portions from the adult menu e.g. jacket potato, cottage pie
- Offer fresh fruit and/or packets of raisins as a dessert option
- Offer sugar free drink options
- Avoid adding salt during cooking

If you would like some advice and support with your children's menu then please don't hesitate to get in touch Isobelle.Belcher@torbay.gov.uk



Food Standards and Labelling Sampling

In 2015 the Food Standards Agency identified several areas of the food industry that they had concerns about. These included:

- Substitution of fish in takeaway meals
- "Free from" allergen claims
- Lamb being substituted with other meats in curries

On the basis of this information Torbay Trading Standards Officers submitted samples to the Public Analyst and found that:

- 1 out of ten samples of fish in takeaway meals had been mis-described.
- All the samples that claimed to be "gluten free" were gluten free! 😊
- All the samples of Lamb Curry contained only lamb, and no other meats. 😊

The business that mis-described its' fish, has been visited and advised in writing on the need to accurately describe the food it serves and can expect a follow up sample to be taken this year!



Mandatory display of food hygiene rating

The Food Hygiene Rating Scheme is based on routine food hygiene inspection programmes carried out by the local authority to meet existing food safety legislation. EHO's carry out inspections to check how well a business is complying with legislation on food hygiene and assess three key areas:

- how hygienically the food is prepared and handled
- the condition of the structure of the premises
- how the business manages its food safety procedures

The findings of the inspection are written in a report to the food business operator and used to determine the Food Hygiene Rating which can be between Zero (urgent improvement necessary) and Five (very good).

In England, it is not mandatory for businesses to display their hygiene ratings. This accounts for why the public tend not to see any ratings below three on display. The public can always find out a business hygiene rating by looking online at <http://ratings.food.gov.uk/>, but many just look for the sticker in the food outlet.

This is not the case in Wales where all businesses have to display their rating by law. The Food Standards Agency has recently asked for views on introducing the mandatory display of ratings in England and this is likely to be subject to a full consultation if the government agree there is a case for this. We will let you know if this happens. There is also a proposal for local authorities to be able charge for rescoring inspections. This is an option when businesses want to improve the rating they have been given following an inspection. The fee would only be to cover the cost of the re-inspection and councils would not be able to make a profit from this work.

National Food Safety Groups generally responded favourably to the introduction of mandatory displaying, but expressed some reservations with regards to charging for some aspects of food safety enforcement work and also the costs of checking whether premises are displaying their ratings.



Mindful Employer

MINDFUL EMPLOYER is a voluntary initiative which aims to provide businesses and organisations with easier access to information and local support in relation to staff who experience stress, anxiety, depression and other mental health conditions. It is a UK-wide scheme run by Workways, part of Devon Partnership NHS Trust, and is about supporting mental wellbeing at work. If you would like any more information take a look at www.mindfulemployer.net

Changes to the National Minimum Wage

The national living wage came into effect on 1 April 2016. If you are an employer, you'll need to make sure you're paying your staff correctly. All workers aged 25 and over are now legally entitled to at least £7.20 per hour. You can find out everything you need to know about the new National Living Wage, including the new rates of pay, at www.gov.uk/national-minimum-wage/employers-and-the-minimum-wage.

If you haven't already, you need to take these four steps:

1. Check you know who is eligible in your organisation. Find out on GOV. UK's employment status page www.gov.uk/employment-status/overview.
2. Find useful guidance in HMRC's tutorials www.gov.uk/government/news/webinars-emails-and-videos-on-employing-people.
3. Let your staff know about their new pay rate.
4. Check your staff under 25 are earning at least the right rate of National Minimum Wage www.gov.uk/national-minimum-wage-rates

National Food Sampling Study – Baked Potato Toppings

In December the Food Safety team took part in a national food sampling study to investigate the microbiological quality of jacket potato and sandwich fillings across England.

The study was specifically aimed at small caterers and restaurants and all samples were taken in accordance with the Food Standard Agency's 'food law code of practice'. It included any sandwich or jacket potato fillings that had an element of handling during preparation or included raw ingredients (NOT fillings taken directly from a tin, such as baked beans). The samples were then sent to Public Health England's Porton Down laboratory for microbiological analysis.

The study was planned because previous sampling has identified these types of fillings as giving poor microbiological results. Such fillings are often made or bought in bulk and may be repeatedly taken in and out of the refrigerator, leading to a higher risk of cross contamination and poor temperature control. In addition, evidence from outbreaks have shown poor temperature control and adding the last bits of a tub to a new tub, has resulted in poor microbiological results.

We are very pleased to announce that all samples submitted from Torquay, Paignton and Brixham for laboratory inspection came back with satisfactory results.



Pavement Cafe Licences

'Cafe culture' is becoming increasingly popular and can contribute towards a thriving and attractive economy. Pavement cafes consist of chairs and tables on the pavement outside a premises providing a food and beverage service. There needs to be a balance between this and the main purpose of the highway, which is to allow the free flow of pedestrians and vehicles. The council has recently reviewed its pavement cafe policy and fees. One of the main changes was the introduction of smoking and non smoking areas, which is dependent on the number of tables covered by the licence. Any premise which has 6 or more outside tables will need to make half of them smoke free. This is to help reduce exposure to cigarette smoke and promote healthy behaviours.



Responses were received from various departments of the council, the police, existing licence holders and members of the public. The main areas of concern were: noise, increased litter and how conditions were to be enforced. The draft policy has now been amended to address some of these issues and a full copy can be found at www.torbay.gov.uk/streetcafelicence, along with details of how to apply for a pavement cafe licence and how much it would cost.

Norovirus

Norovirus, which causes diarrhoea and vomiting, is one of the most common stomach bugs in the UK. You can catch it at any time of the year. Often confused with food poisoning symptoms it is actually a virus that spreads easily in public places such as hotels, hospitals and residential care homes.

You can catch it if small particles from an infected person get into your mouth, such as through:

- close contact with someone with norovirus – they may breathe out small particles containing the virus that you could inhale
- touching contaminated surfaces or objects – the virus can survive outside the body for several days
- eating contaminated food – this can happen if an infected person doesn't wash their hands before handling food

A person with norovirus is most infectious from when their symptoms start until 48 hours after all their symptoms have passed, although they may also be infectious for a short time before and after this.

If you run a hotel or are an accommodation provider then you need to ensure you have a plan of action if you suspect you have a norovirus outbreak in your business. We have produced a guidance document that will assist in controlling any potential viral outbreak that may occur: www.torbay.gov.uk/norovirusbusinessadvice

The most important thing is to not assume that an outbreak of vomiting and diarrhoea is always norovirus. If you have two or more cases with symptoms of sickness and/or diarrhoea you must contact Environmental Health Food Safety team 01803 208025. If you cannot get hold of the team, for example if it's a bank holiday, then you must contact Public Health England (PHE) who operate an Out of Hours service 0300 303 8162 (option 1, then option 1).

Both the Food Safety team and PHE can support you by offering practical advice and guidance. We can arrange for faecal samples to be collected to test whether it is viral or food poisoning bacteria. This information can be extremely useful when communicating with customers after such an event. If you would like some faecal sample pots in advance please contact us on 01803 208025.



Best Bar None is an exciting new scheme which has been launched by the licensed trade in Torquay. The scheme is driven by a Steering Group mainly made up of the licensed trade (with a few council and police representatives too) and is led by Emma Gibson from the Green Ginger (with Trevor the Street Pastor Co-ordinator as Deputy). The group which hasn't existed for too long has already gone from strength to strength and has got the Torquay Scheme up and running in a matter of months (and has visited parliament too!).

Best Bar None is a national scheme and it aims to drive up standards within licensed premises, improve community safety and most importantly publicly celebrate those businesses who are going above and beyond to be excellent within an area. Best Bar None is currently up and running in Torquay with a large number of licensed premises signed up to be assessed during 2016 and to be celebrated at a glittering awards ceremony in Torquay during the Autumn. To find out more about Best Bar None contact Emma Gibson at Green Ginger, like them on Facebook - [facebook.com/bestbarnonatorquay](https://www.facebook.com/bestbarnonatorquay) or follow them on Twitter @TQBestBarNone

Website to Eggspand knowledge

Under European law there are two classes of egg quality for human consumption: A & B.

Only Grade A eggs are allowed for retail sale. They are the highest grade and are naturally clean, fresh eggs, internally perfect with shells intact and the air sac not exceeding 6mm in depth. The yolk must not move away from the centre of the egg on rotation. Grade A eggs are sold as shell eggs.

Grade B eggs are broken out and pasteurised. These can only be used by food industries to make other egg products.

In addition, there is another class of eggs called industrial eggs which are for non-food use only and are used in products such as shampoo and soap.

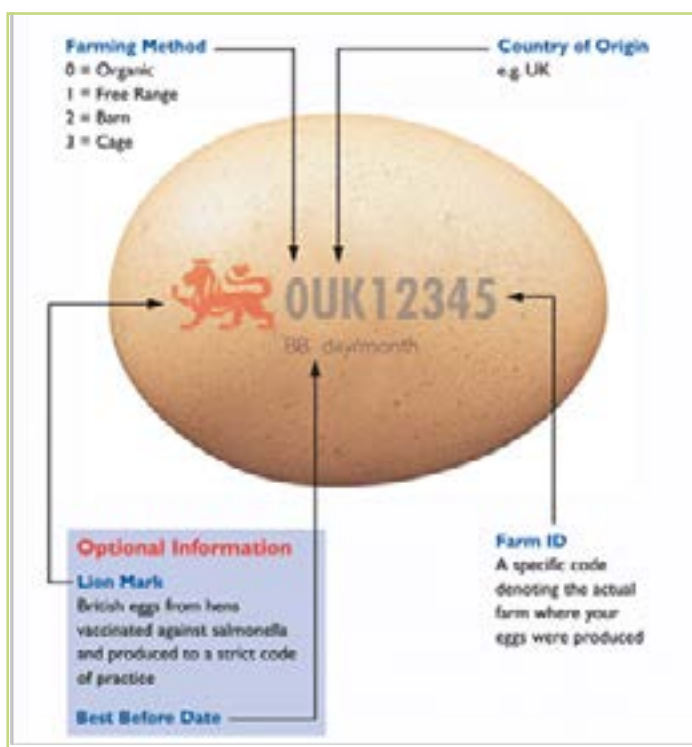
Only Class A eggs are sold fresh for human consumption. Producers are not permitted to wash or clean Class A eggs so please do not be concerned if your eggs include some of the farmyard- this is acceptable.

All Class A eggs have to be marked with a code showing the type of farming system, country of origin and production unit, please check with your supplier that your eggs are correctly labelled.

For more information on egg regulations please look at the following website:

www.gov.uk/guidance/eggs-trade-regulations

Egg printing explained



Rare burgers - an update

The Food Standards Agency is now using the term, 'less than thoroughly cooked' in relation to rare beef burgers. Following public consultation, updated advice on the production of burgers in catering establishments has been issued taking into account comments from stakeholders.

The advice can be found on the FSA website:

www.food.gov.uk/business-industry/guidancenotes/meatregsguid/less-than-thoroughly-cooked-beef-burgers



Safer Food Better Business Managing Food Allergen Information Supplement

The introduction of allergen rules, in December 2014, means it is a legal requirement for food businesses to provide information about the allergenic ingredients used in the food and drink they serve. The Food Standards Agency has produced a Safe Method: Managing Food Allergen Information 2 page supplement that explains clearly what businesses need to do and how to do it accurately. Take a look at www.food.gov.uk/sites/default/files/managing-food-allergen-information.pdf

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