

Food Safety Interventions

■ Summary



The Health, Safety and Food team make food hygiene inspections and give hygiene advice to local businesses.

The way the team work with food businesses, with regard to equalities issues was recently examined along with how else we could improve our existing food safety service.

■ The problems and how we tackled them



Through the review and consultation, we recognised there is a need to ensure food hygiene advice and training is understood by business owners (and their employees) who do not speak English as a first language.

We also recognised we need to provide information in other formats for older people, those with learning disabilities, visual impairment or dyslexia.

To address these problems we have:

- We have produced some pictorial sheets that will help food businesses ensure that the food they sell to consumers is safe to eat.
- We have signed up with a telephone translation company which provides officers with access to interpreters in over 200 languages.
- We have made a leaflet available to food businesses which provides details of food hygiene trainers who offer food hygiene courses in a range of languages.

The Council has also recognised the need to gain more information about the equalities profile of local food businesses. An equalities questionnaire is now sent to every new food business

■ Outcomes and impact



We have now built these changes into our written Food Safety Interventions procedure, and these new guidelines are being followed by all food safety officers.

Mr Aruthan from the Peking Chinese Restaurant in Bath said: **'Food Safety Officers are always very helpful during inspections and provide us with up to date hygiene leaflets in Chinese language. These particularly focus on the prevention of food poisoning'**.

The Health, Safety and Food Manager Sue Green said: **'A fair and equal service is central to our approach of engaging businesses'**

■ Who was involved?



Three groups were consulted; Food Businesses through surveys in 2008, Food Safety Officers, and West of England Food Liaison Group. Advice and input were gained from each group.

■ Next steps

Accompanied food safety intervention visits will be monitored in future to see that food business operators are receiving a fair and equal service. The Interventions Procedure will also be reviewed in the future and any changes made in line with The West of England Food Liaison Group.

Our equality journey

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