

**PERFORMANCE REVIEW AGAINST THE 2017-2018  
FOOD LAW ENFORCEMENT SERVICE DELIVERY PLAN**

**(Reference: FSS Framework Agreement  
on Official Feed and Food Controls  
by Local Authority Section 6.1)**

## **Demands on the Food Service (\*\*Section 2.4)**

The number of food businesses by type:

Type	Number	
	1 April 2017	1 April 2018
Primary producers	33	24
Slaughterhouse	1	2
Manufacturing/Processing/Packer	107	105
Importing/exporting	2	1
Distributing/transporting	26	26
Retailers	299	290
Restaurants and catering (inc street traders)	855	836
<b>Total</b>	<b>1326</b>	<b>1284</b>

The number of premises requiring approval for production/manufacture of products of animal origin

1 April 2017	1 April 2018
20	20
<p>All of these premises with the exception of 6 egg packing stations have been Approved in terms of the Food Hygiene (Scotland) Regulations 2006 and EC Regulation 853/2004. Egg Packing stations will be Approved as resources permit.</p>	

## **Food Premises Interventions (Section 3.1)**

### **Food Hygiene**

Risk Category	2017/2018	
	Target*	Achieved
A	24	22
B	70	61
C	104	73
D	95	79
E	15	1

\*\* Section numbers relate to the FSA(S) Framework Agreement on Official Feed and Food Controls by Local Authority

### **Food Standards**

Risk Category	2017/2018	
	Target*	Achieved
A	2	2
B	139	117
C	212	79

Conflicting demands and resource pressures including staff reduction, long term sickness absence along with an increase in work from other aspects of environmental health had an

impact on inspection performance. Due to the recruitment difficulties students have been taken on which increases the workload of officers not only in having to undertake more inspections per officer but time in providing the necessary training and support. This service has experienced a qualified staff shortage for 5 years. Service has been recently reorganised after the last budget cuts and new structure will be in place from 1<sup>st</sup> April 2019.

### **Premises Broadly Compliant with Food Law**

<b>1 April 2017</b>	<b>1 April 2018</b>
<b>78.8%</b>	<b>80.4%</b>

### **Food Hygiene Information Scheme (FHIS) – Pass (%)**

<b>1 April 2017</b>	<b>1 April 2018</b>
<b>72.7%</b>	<b>79.5%</b>
The percentage of businesses achieving a pass continues to increase.	

### **Food Complaints (Section 3.2)**

	<b>Food complaints received 1 April 2015 2016 - 31 March 2016 2017</b>	<b>Food complaints received 1 April 2017 - 31 March 2018</b>
Complaints about food	68	78
Complaints about premises hygiene	36	26
<b>Total</b>	<b>104</b>	<b>104</b>

### **Home Authority Principle (Section 3.3)**

This Authority supports the Home Authority Principal. During 2017-18 4 complaints were received from Home Authorities for investigation within Moray. It is also noted that more individuals are complaining about food businesses via the FSS.

### **Advice to Businesses (Section 3.4)**

165 requests were received between 1 April 2017 and the 31<sup>st</sup> March 2018 requested advice and support. This varies from tentative enquiries about a potential food business to a business requesting a visit to a potential property and labelling guidance.

### **Food Sampling (Section 3.5)**

Microbiological food samples achieved 1 April 2017 – 31 March 2016 2018

<b>01 April 2017 – 31 March 2018</b>	
<b>Target</b>	<b>Achieved</b>
153	155

Chemical food samples achieved 1 April 2015– 31 March 2016

<b>01 April 2017 – 31 March 2018</b>	
<b>Target</b>	<b>Achieved</b>
102	152

There are no statutory targets for food samples. ASSL operates a unit charging scheme and a fixed number of units is allocated, on an annual basis, which form the basis of the numbers of samples to be taken.

### **Control and Investigation of Food Outbreaks and Food Outbreaks and Infectious Diseases (Section 3.6)**

	<b>1 April 2016 – 31 March 2017</b>	<b>1 April 2017 – 31 March 2018</b>
<b>Disease</b>	<b>No of cases</b>	<b>No of cases</b>
Campylobacter*	32	50
Salmonella	8	8
Cryptosporidium	4	4
Aeromonas	0	0
E.coli O157	2	5
Giardia	1	10
Yersinia	2	2
Listeria	0	0
Dysentery	1	1
Hepatitis A	0	1
Hepatitis E	2	2
<b>Total</b>	<b>52</b>	<b>83</b>

These cases are notified by NHS Grampian, where requested by the NHS they are visited by Environmental Health staff to gather epidemiological information and to prevent the further spread of disease. 100% of cases notified by NHS Grampian as requiring a visit were contacted by Environmental Health staff within 24 hours of notification.

\*Campylobacter is the most common cause of food poisoning in the UK. It is considered to be responsible for about 460,000 cases of food poisoning, 22,000 hospitalisations and 110 deaths each year and a significant proportion of these cases come from poultry. FSS continues to work with key stakeholders and consumers to tackle Campylobacter infection in the Scottish population.

There were 5 reported outbreaks of viral gastroenteritis in food premises during the period from 1 April 2017 to 31 March 2019

### **Food Safety Incidents (Section 3.7)**

#### **Food Alerts “for action” received**

<b>1 April 2016 – 31 March 2017</b>	<b>1 April 2017 – 31 March-2018</b>
1	0

A Food Alert for Action is issued by FSS where intervention by Enforcement Authorities is required. These alerts are often issued in conjunction with a product withdrawal or recall by a manufacturer, retailer or distributor. This table only includes Food Alerts that required action by Environmental Health.

### **Liaison with Other Organisations (Section 3.8)**

There was regular representation on the North of Scotland Food Liaison Group and NHS Grampian Health Protection Group. Representation on other groups was limited due to resource constraints and that most take part in the central belt.

### **Food Safety and Standards Promotion (Section 3.9)**

As a consequence of staffing levels Moray did not participate in any promotion activity during the year, due to the reprioritisation of resources to statutory functions.

### **Staff Development (Section 4.3)**

The Employee Review and Development Programme is in place, further reviews are planned for 2019

### **Quality Assessment (Section 5)**

The customer satisfaction survey is via survey monkey. There is a continued lack of response from customer engaging with the online survey. It is intended to cease the survey monkey survey and use a direct telephone method of engaging directly with customers. This will be introduced during 2019.

### **Staff Meetings**

Weekly staff meetings were introduced during 2017 in addition to the monthly staff meetings and focused meetings. Additional staff training requirements and improvement suggestions are encouraged to be aired at these meetings to engage all enforcement staff in the discussions. It is intended to also introduce smaller team workload weekly assessment meetings to ensure resources are targeting as appropriate.

### **Food Standards Agency Audit**

Food Safety and Food Standards activities are subject to audit by the FSS. The audit programme is currently being reviewed.

## **FORMAL ENFORCEMENT ACTION**

2 caterers were subject to Hygiene Improvement Notices. These notices both were served for the following issue:

- Lack of HACCP procedures

Both notices were complied with

2 premises were subject to Remedial Action Notices. These Notices were served for the following issues:

- Lack of hot water
- Inadequate sink provision
- Inadequate food storage
- Lack of HACCP
- Inadequate drainage
- Design of premises to allow protection against contamination

Both notices have been complied with

A total of 8 voluntary surrender/seizures were conducted during the year.

## **TARGETS And AREAS FOR IMPROVEMENT/ CHALLENGES 2019-2020**

### 1. Food Premises Inspection

#### a. Food Hygiene

100% 'inspection on time' target has been set for premises in categories A and B.

#### b. Food Standards

100% 'inspection on time' target has been set for premises in the highest risk category (A).

#### c. Broadly Compliant

The target of 85% has been set for premises "broadly compliant" with food law this year.

### 2. Cross Contamination Focussed Inspection Strategy

The remaining C rates premises that had not been inspected in accordance with the RA due to the cross contamination strategy have been rescheduled

### 3. Food Hygiene Information Scheme

The percentage of premises achieving a Pass remains fairly static, the target of 85% remains in place

### 4. Primary Production and low risk premises inspections

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Due to the reduction in resources low risk premises inspections (including fishing vessels, egg packing stations, dairies and childminders) will not form part of the inspection

programme but will be inspected as staff time permits. These premises require inspection in order to comply with the Food Law Code of Practice (Scotland) and FSS Framework Agreement on Food Law Enforcement.

5. The Alternative Enforcement Strategy

This strategy was reintroduced during 2017 and is to continue

6. Policies and Procedures

All food safety policies were reviewed during year to ensure continued compliance with the FSS Framework Agreement. The policies will be reviewed to take account of the changes within the Food Law COP once it is published

8. Customer Surveys

The Customer Satisfaction Survey for businesses is being redesigned and will be implanted as staff resources allow

9. Food Standards Audit

FSS audits programme to be published when they have completed their review