



**PERFORMANCE REVIEW AGAINST THE 2016/2017  
FOOD LAW ENFORCEMENT SERVICE DELIVERY PLAN**

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

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

The number of food businesses by type:

Type	Number	
	1 April 2016	1 April 2017
Primary producers	30	35
Slaughterhouse	1	1
Manufacturing/Processing/Packer	107	110
Importing/exporting	2	2
Distributing/transporting	26	27
Retailers	299	304
Restaurants and catering (inc street traders)	855	852
<b>Total</b>	<b>1326</b>	<b>1330</b>

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

1 April 2016	1 April 2017
20	19
<p>All of these premises with the exception of 7 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>	

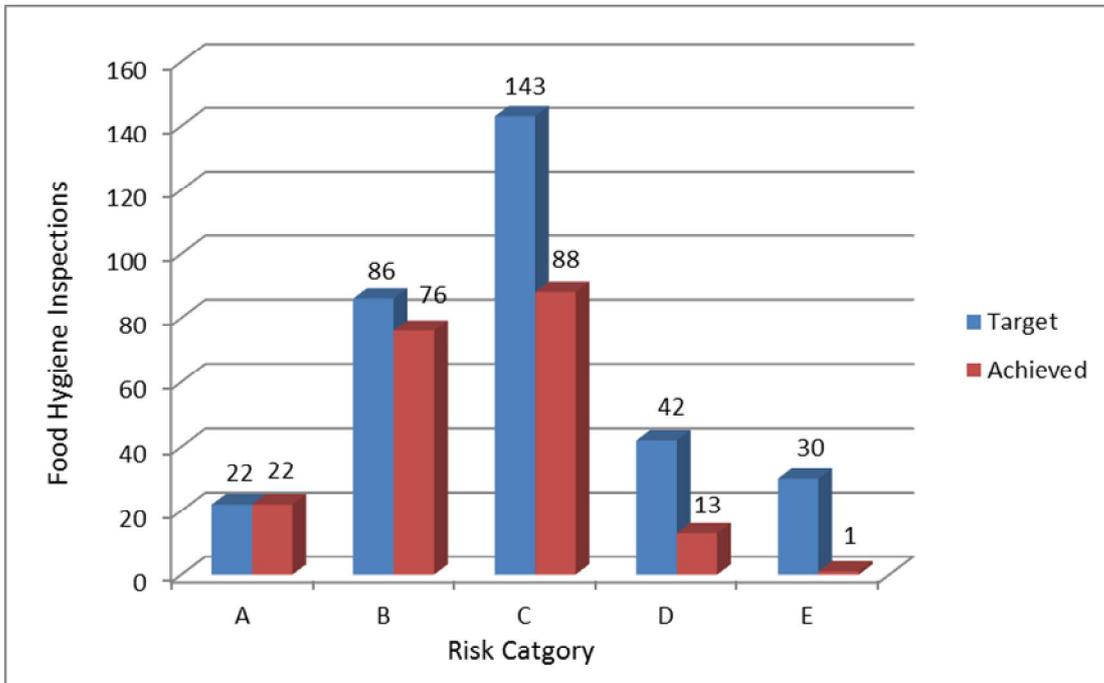
## **Food Premises Interventions (Section 3.1)**

Food Hygiene

<b>Food hygiene inspections achieved within target time of 28 days (01 April 2016 – 31 March 2017)</b>			
<b>Risk Category</b>	<b>Target*</b>	<b>Achieved</b>	<b>%</b>
A	22	22	100.0
B	86	76	88.4
C	143	88	61.5
D	42	13	30.9
E	30	1	3.3
<p>*Adjusted for in year changes (e.g. premises closed, change of risk category)</p> <p>100% 'inspection on time' target has been set for premises in categories 'A' and 'B'.</p> <p>The targets were not achieved due to a reduction in staff resources. Corrective action is being taken to improve performance.</p>			

\*\* Section numbers relate to the Framework Agreement on Official Feed and Food Controls by Local Authorities 2010

Please see table overleaf.



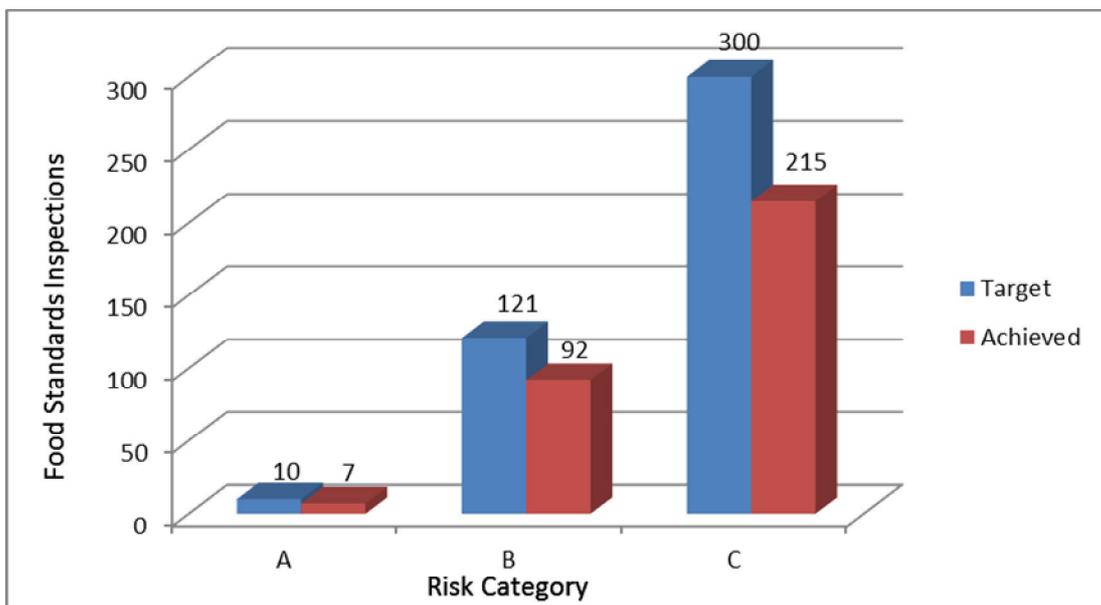
## Food Standards

### Food standards inspections achieved within target time of 28 days (01 April 2016 – 31 March 2017)

Risk Category	Target*	Achieved	%
A	10	7	70.0
B	121	92	76.0
C	300	215	71.7

\*Adjusted for in year changes (premises closed, change of risk category)

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



Conflicting demands and resource pressures including DBS implementation of a mobile inspection solution and staff reduction along with an increase in work from other aspects of environmental health had an impact on inspection performance.

Premises Broadly Compliant with Food Law

<b>1 April 2016</b>	<b>1 April 2017</b>
<b>77%</b>	<b>78.8%</b>
Premises which are not broadly compliant with food law will be prioritised for inspection during 2016/2017 and a new target of 85% will be set.	

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

<b>1 April 2016</b>	<b>1 April 2017</b>
<b>84%</b>	<b>84%</b>
The percentage of premises achieving a Pass increased during 2015/2016, mainly due to businesses complying with the new and more onerous requirements introduced by a Cross Contamination Strategy which is now completed. This increase has been sustained in 2016/17.	

### Food Complaints (Section 3.2)

Food complaints received 1 April 2015 – 31 March 2016		Food complaints received 1 April 2016 - 31 March 2017
Complaints about food	30	34
Complaints about premises hygiene	38	68
<b>Total</b>	<b>68</b>	<b>102</b>
These figures show a significant upward trend in complaints about premises hygiene when compared to previous years.		

### Home Authority Principle (Section 3.3)

This Authority supports the Home Authority Principal. During 2015/2016 4 complaints were referred to Home Authorities and 6 complaints were received from Home Authorities for investigation within Moray. During 2016/2017 no Home Authority complaints were referred or received.

### Advice to Businesses (Section 3.4)

#### **CookSafe carried out 1 April 2016 to 31 March 2017**

No CookSafe training was delivered to businesses due to resource constraints.

### Food Sampling (Section 3.5)

#### **Microbiological food samples achieved 1 April 2016 – 31 March 2017**

Target	Achieved
143	186

#### **Chemical food samples achieved 1 April 2016– 31 March 2017**

Target	Achieved
191	151

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)

1 April 2015 – 31 March 2016		1 April 2016 – 31 March 2017
Disease	No of cases	No of cases
Campylobacter*	57	67
Salmonella	8	7
Cryptosporidium	12	20
Aeromonas	3	0
E.coli O157	1	7
Giardia	12	5
Yersinia	0	2
Listeria	0	0
Dysentery	0	1
Hepatitis A	0	0
Hepatitis E	3	2
<b>Total</b>	<b>96</b>	<b>111</b>

The figures above are compatible with trends in previous years.

These cases are notified by NHS Grampian, many 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. An FSS survey of chicken on sale in the UK (2014/15) indicated that 73% of chicken on sale in shops and 7% of raw poultry packaging was contaminated with Campylobacter. FSS is working with key stakeholders and consumers to tackle Campylobacter infection in the Scottish population.

There were 3 outbreaks of viral gastroenteritis in food premises during the year compared with 3 reported last year.

### Food Safety Incidents (Section 3.7)

#### Food Alerts “for action” received

1 April 2015 – 31 March 2016	1 April 2016 – 31 March 2017
3	3

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 the Fish Hygiene Working Group (Scotland and Northern Ireland) and NHS Grampian Health Protection Group. Representation on other groups was limited due to resource constraints.

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

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

### Staff Development (Section 4.3)

The Employee Review and Development Programme is in place, further reviews are planned for 2017.

### Quality Assessment (Section 5)

Two customer surveys have been developed for businesses and service users. The business surveys are being reviewed in view of the poor response rate of the existing process.

### Staff Meetings

5 staff meetings were held during the year.. 4 Food Focus meetings were also held during the year, these included discussion on consistency, inspection outcomes and performance in relation to food safety matters. Food Standards Agency Audit

Food safety and food standards activities are subject to audit by the FSS. The main objective of the audit programme is to verify the capacity and capability of local authorities to deliver an effective and consistent food law enforcement service in terms of Regulation (EC) No 882/2004.

### FORMAL ENFORCEMENT ACTION

1. Catering business was subject to a Remedial Action Notices. This notice was served for the following issue:

- Temperature abuse.

The works were completed and the notice was withdrawn.

2. Businesses were voluntarily closed for the following reasons:

- Cleaning and pest control;
- Food being open to the risk of contamination;
- Temperature abuse.

3. A total of 15 food seizures/surrenders were undertaken the main reasons being temperature abuse, food exposed to the risk of contamination, microbiological contamination and food being beyond use by dates.

No reports were submitted to the Procurator Fiscal for action.

## AREAS FOR IMPROVEMENT/ CHALLENGES 2017-2018

### **1. Food Premises Inspection**

#### **a. Food Hygiene**

Categories A and B 100%  
Category C - Overdue 100%  
Category C – Not Broadly Compliant 100%  
Other Category C Premises 80%  
'inspection on time' targets have been set.

#### **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 Cross Contamination Focussed Inspection Strategy finished on 31 March 2015. The strategy was successful in ensuring that higher risk premises complied with the Food Standard Agency Scotland Cross Contamination Guidance designed to control the risk of food being contaminated with E.coli 0157. There was a consequential reduction in category C risk premises inspections during the strategy. During 2017/18 Category C premises will be targeted as 1a. above:

### **3. Food Hygiene Information Scheme**

The percentage of premises achieving a Pass increased during 2016/2017 remained at 84% and the target for 2017/18 is 85%.

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

Due to the reduction in resources low risk premises inspections (including fishing vessels, egg packing stations and dairies) 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. A project for the inspection of childminders will be undertaken during 2017-18.

### **5. The Alternative Enforcement Strategy**

This strategy was put on hold until the end of the Cross Contamination Strategy period and it was intended to reintroduce this strategy during 2016/17. The strategy has not yet been re-introduced but the target is to reintroduce the strategy during 2017/18.

## **6. Policies and Procedures**

All food safety policies will be reviewed in 2017/18 to ensure continued compliance with the FSS Food Law Code of Practice and the new internal inspection system.

## **7. Cooksafe Courses**

Due to reduced resources the service will be unable to offer CookSafe Courses to address the new Cross Contamination guidance.

## **8. Complaints**

Complaints regarding premises hygiene have almost doubled over the last year and the complaints received during 2017 /18 will be closely monitored to establish if this is a continuing trend.

## **9. Customer Surveys**

The Customer Satisfaction Survey for businesses response rate during 2015/16 was very poor and will be redesigned to improve response rates during 2017/18.

## **10. Food Standards Audit**

At the time of writing information has been received from FSS that Moray Council will be subject to a Capacity and Capability audit on 23-25 May 2017 and this authority will take action to complete any improvements recommended.