

# Food Regulatory Service Plan Review

2016/2017

## 1. Food Hygiene Interventions

The number of food hygiene interventions achieved between 1 April 2016 and 31 March 2017 within the target time were as follows:

Risk Category	2015/16		2016/17	
	Inspections Due	Inspections Achieved	Inspections Due	Inspections Achieved
A (High)	37	37	51	46
B (High)	187	183	190	186
C (Medium)	198	197	355	250
D (Low)	44	42	146	5
TOTAL	466	459	742	487

The figures indicate that the performance achievement in respect of high risk premises was 96 % with nine premises missed due to a scheduling error. Systems have been enhanced to prevent a recurrence.

Performance achievement for medium risk premises for 2015/16 was 99%. In 2016/17 performance in this category fell to 70 % due to staffing shortfalls. It should, however, be noted that the number of inspections undertaken during this period increased.

In addition category D low risk premises were also removed from the programme in 2016/17 to allow resources to be concentrated on higher risk businesses.

It must also be noted that the total number of food hygiene inspections that were carried out in 2016/17 was 813; 71 more inspection jobs than were in the work programme for the year. These additional inspections are attributed to new premises that have begun trading in the City. Furthermore 432 revisits to businesses to check compliance were also undertaken in the period.

The percentage of “broadly compliant” premises was 90 % at 31 March 2017. Broadly compliant businesses with no critical risks to food safety and few minor non-recurring contraventions will receive a Pass certificate in the Food Hygiene Information Scheme.

The continued implementation of the Scheme has encouraged food business operators to carry out necessary work on minor recurring contraventions promptly in order to obtain a Pass certificate for display at the premises.

## 2. Food Standards Interventions

The number of food standards interventions undertaken between 1 April 2016 and 31 March 2017 was 619, an increase from the previous year. 7 Food standards re-visits were also undertaken in this period. This figure will fluctuate year on year depending on how many food standards inspections are due. The number of new businesses that began trading in the area also affects this figure as each new business will require both a food hygiene and food standards inspection at start-up.

## 3. Formal Enforcement Action

120 Hygiene Improvement Notices were served under Regulation 6 of the Food Hygiene (Scotland) Regulations 2006 in respect of 43 food premises. This figure has decreased from the previous year. The number of notices fluctuates year on year depending on the inspections that are due during that period. In 2016/17 there were no notices served on cleaning as these issues were covered in notices dealing with Food Safety Management Systems.

A breakdown of the non-compliances contained within the Notices is as follows:

<b>Non Compliance</b>	<b>2015/16</b>	<b>2016/17</b>
Facilities and equipment	19	18
Food Safety Management System	48	49
Structural repair	23	27
Training	7	18
Pest control	5	5
Cleaning	75	-
Other	4	3
<b>TOTAL</b>	<b>181</b>	<b>120</b>

In addition 19 Remedial Action Notices were also served on 12 premises. These notices require immediate actions to be taken to control the risks and may involve restricting or inhibiting operations.

One report was submitted to the Procurator Fiscal during the year. The food business operator pled guilty and was fined £600.

#### 4. Food Complaints

A total of 174 food complaints in respect of food and food premises were received in 2016/2017. These were dealt with according to the Services' food complaints procedure and Enforcement Policy. It should be noted that on average complaints form only a proportion of the total number of requests for service.

A breakdown of food service requests received is as follows:

<b>Service Requests</b>	<b>2015/16</b>	<b>2016/17</b>
Suspected food poisoning	57	77
Food Hygiene Enquiry	167	243
Food Standards Enquiry	13	8
Food Observations	85	131
Food Condemnation	0	0
Food Hygiene Complaint	44	59
Hygiene of Food Premises	90	115
Food Standards Complaint	99	95
FHIS Revisit Request	21	18
Waste Complaint	12	23
Waste Segregation Complaint	1	2
Water Cut Off	0	0
Carrier Bag Charge Complaint	0	0
Carrier Bag Charge Enquiry	1	0
Business Advice	-	1
<b>TOTAL</b>	<b>590</b>	<b>771</b>

There was an increase of 30% in the number of service requests received, compared to 2015/16.

#### 5. Food Sampling

There is no statutory target in respect of obtaining and submitting food samples.

Aberdeen Scientific Services Laboratory operates a unit charging scheme and a fixed number of units is allocated, on an annual basis, in respect of food microbiological examination and food chemistry analysis.

Sampling targets for the year were calculated as 355 chemical and 283 microbiological. These totals include general monitoring, local targeted exercises and regional and national surveillance surveys. They do not include re-active samples such as those taken as a result of consumer complaints or as part of investigations of food poisoning outbreaks.

The actual samples submitted for laboratory analysis or examination during 2016/2017 totalled 341 chemical which equates to 96 % of the target figure and 276 microbiological which equates to 98% of the target figure.

All sample failures were followed up and the results provided to the food businesses. Premises visits to discuss required remedial action were also undertaken and repeat samples procured to assess legal compliance.

## 6. Notification, Control and Investigation of Outbreaks of Foodborne Disease

Notifications received from NHS Grampian in respect of foodborne disease totalled 64. This figure includes 19 instances of viral illness associated with schools, nurseries and residential institutions.

All were investigated fully in partnership with the NHS Health Protection Team without the necessity of any formal action.

A breakdown of specific diseases is as follows:

<b>Disease</b>	<b>2015/16</b>	<b>2016/17</b>
Salmonella	54	40
E.Coli O157	0	0
Hepatitis E	3	2
Dysentery	8	3
Campylobacter	0	-
<b>TOTAL</b>	<b>65</b>	<b>45</b>

Officers from the Service conducted interviews with patients gathering information for Enteric Disease Surveillance Forms. This information is shared with colleagues in the Grampian Health Board Health Protection Team. The 2015/16 statistics show a marked increase in the salmonella notifications from the previous year.

No major food borne disease outbreaks occurred during the year .

## 7. Food Alerts

The food alerts received from the Food Standards Agency during 2016/2017 are classified and compared to previous year's trends below.

<b>Category of Alert</b>	<b>2015/2016</b>	<b>2016/2017</b>
For Action	3	3
Recall	74	66
Withdrawal	0	0
Allergy Alert	98	82
<b>TOTAL</b>	<b>175</b>	<b>157</b>

Officers are made aware of the withdrawal, recall and allergy alerts and accordingly check for products on sale when they are carrying out routine inspections and premises visits. In the case of the Alerts for Action the premises known or believed to stock the items in question are specifically

targeted at the time the Alert is issued to ensure that there is no product on site.

## 8. Export Certificates

The Service issued 198 Export Certificates for fishery products during 2016/2017; 58 less than the previous year. The number of certificates issued will fluctuate annually depending on the export market.

### Performance on Areas for Improvement 2016/2017

Areas for Improvement	Action
Review of Policy and Procedures as required	Target met
Continue to Establish Partnership Agreements for promotional and educational initiatives where possible	Officers participated in promotional activities again this year providing information about food safety matters.
Implementation of mobile working for food hygiene inspections	Delayed due to IT issues
Continued involvement in the food sampling programme	Target met
Continued application and support of the Food Hygiene Information Scheme	Target met
Continued involvement in the EatSafe Project	Target met
Promote careers as Environmental Health Officers/Food Safety Officers at school careers fairs whilst reinforcing the message and importance of food safety	Representation at school Careers Events and the Carers Scotland event promoting careers in Environmental Health
Continue to implement an alternative enforcement strategy whereby category E (low risk) premises will be assessed by telephone questionnaire	Members of the Business Support Team contacted low risk businesses throughout the year by telephone.
Continue to update feed database	Target met
Dedicate resources to food fraud investigations	Target met