

Food Service Plan 2015/2016

1. Service Aims and Objectives

- 1.1 The main aim of the Food Safety Service is to protect public health by ensuring that food produced or consumed in Midlothian is safe to eat. We also check that food is described in a way that allows the consumer to make informed choices about what they eat.
- 1.2 The Service carries out the statutory duties which are required of Midlothian Council as a Food Authority.
- 1.3 The work of the Service contributes to the Midlothian Single Plan outcomes of Community Safety – through reducing criminality amongst food business operators and Economic Growth and Business Support by assisting and advising new and existing food businesses.
- 1.4 The Council has adopted local performance indicators to measure how well the service carries out its work. These indicators are:
 - the percentage of planned food premises inspections achieved
 - as an outcome measure the percentages of businesses deemed to be broadly compliant with food legislation.
- 1.5 The Food Safety Service Plan has been prepared in accordance with the requirements of the Food Standards Agency Framework Agreement on Official Food and Feed Controls by Local Authorities issued in April 2010. It covers the financial year from 1st April 2015 to 31st March 2016.

2. Background

2.1 Profile of Local Authority

Midlothian Council is located to the south of Scotland's capital city Edinburgh and serves a growing population currently of about 84,700. The Council is one of the smallest in Scotland covering a geographical area of 35,527 hectares. Midlothian shares its borders with East Lothian, Edinburgh City and Scottish Borders. Public services, including local government, education and the health service, comprise 31% of Midlothian's employment. The service and retail industry sectors account for about 48% of the workforce - the majority of these being small or medium sized enterprises. The manufacturing and construction sector employs about 19% of the working population. Despite a significant rural hinterland only 2% of the workforce is employed in agriculture or forestry operations. Significant house building programmes are increasing the resident population many of whom commute to the city. The main population centres are Dalkeith, Bonnyrigg and Penicuik but much of the area is rural in nature with small towns and villages.

2.2 Scope of the Food Safety Service

2.2.1 The Environmental Health Food and Safety team carry out a range of activities to meet the requirements of the Service plan. These include:

- The regular inspection of food premises for food hygiene and food standards.
- The approval and licensing of certain premises.
- The sampling of food and animal feedstuffs to check on microbiological quality and composition.
- Investigation of complaints from the public about food, food labelling and food premises.
- Investigation of food related cases of infectious diseases.
- Enforcement of the legislation in relation to the above activities.
- Providing advice and assistance to the public and to new or existing food business operators.

In addition the Food and Safety team has responsibility for the enforcement of the Health and Safety legislation in certain premises in the Midlothian area and contributes to the licensing and regulation of many other premises and activities.

The food hygiene and standards elements of the service are delivered by Environmental Health Officers and Food Safety Officers. The feeding stuff element is dealt with by Trading Standards Officers.

The field staff of the Food Service are based at Fairfield House 8 Lothian Road, Dalkeith, EH22 3ZN - Tel 0131 271 3559.

Office hours are: 9-5pm Monday to Thursday and 9-3.45pm Friday.

A significant amount of inspection work takes place “after hours” in order to access businesses which open in the early mornings, evenings or at weekends.

Outwith these hours contact for emergency purposes is on an ad-hoc “whom-failing” response commencing with the Head Communities and Economy via the Midlothian Contact Centre - Telephone number 0131 663 7211. Fax Number 0131 271 3246.

The organisational Structure, lines of responsibility and establishment of Environmental Health and Trading Standards sections are illustrated in Appendix I.

In November 2013 the Environmental Health and Trading Standards services of Midlothian and East Lothian Councils entered into a pilot project of partnership working. Management of the Food Safety Service was extended across both local authorities as part of this project. The partnership project was evaluated in February 2015 and the decision made to conclude the pilot.

2.3 Staffing Allocation

The current number of staff posts in the Food and Safety Team working directly on food law enforcement and related matters equates to approximately 3 full time equivalents (FTE). A number of staff left the service during 2014-15 and recruitment has proved difficult. The service therefore starts the 2015-16 plan with a FTE of approximately 1.6 although we have been successful in recruiting 2 staff so this will increase to about an FTE of 2 by the end of the first quarter. Staffing remains an issue.

2.3.1 Financial Allocation for Food and Safety Team

Direct Staffing costs	£ 119772*
Inspection Services equipment and maintenance costs	£7,610
Provision for scientific services	£ 36,000
Total	£163382

** proportion of total budget attributed to 3 FTE for food service*

2.3.2 Staff Development

Food Safety service staff are subject to the Council's appraisal process – Making Performance Matter -which sets and monitors individual performance targets and identifies training and development needs. Food Standards Scotland requires all food enforcement officers to obtain at least 10 hours of update training in food related matters during the year to maintain their competency.

2.4 Service user profile

As of 1 April 2015 there were 768 registered and operating food premises in Midlothian. The majority of the food premises in the area are small to medium enterprises employing less than ten people (see Appendix II). There are 7 Approved premises located in the area manufacturing and supplying food to national and international markets. Currently the non-English speaking population is relatively small but regular use is made of a translation service (particularly for the Chinese food business community) and guidance and information in other languages is provided whenever possible.

2.5 Policy on Enforcement

The Authority has a documented food enforcement policy that sets out how the food service will deal with infringements of the legislation and will intervene to bring the operation back into compliance. We regulate the activities of food businesses through a mix of enforcement and advisory action. Our efforts are targeted at those of the food business community who present the greatest risk to consumers.

2.6 Safe food and compliance with the law

2.6.1 Central to the regulation of food businesses is the concept that their activities are assessed on the basis of the risk they present to consumers. The greater the risk, or potential risk, the more resources the Service directs to those operations. We are required to subject higher risk premises to regular “Official Controls”. This means those premises are inspected or audited at more frequent intervals and may have their food products sampled. Lower risk premises may be subject to inspections if resources allow for it or they come to our attention, e.g., through complaint.

2.6.2 The Food Hygiene Information Scheme (FHIS) has been running in Midlothian since October 2010. Using our assessment of the risk of food operations businesses are categorised as having PASSED their last inspection or needing IMPROVEMENT. Food business operators are provided with a certificate to display on their premises informing the consumer of their FHIS status. Display is at the discretion of the food business operator. The results for all businesses subject to the scheme are published on the Food Standards Agency Website. A PASS classification has been adopted as one of the criteria for a business to be listed in the Midlothian Food and Drink Directory.

To obtain a PASS classification a business must be broadly compliant with the law. This measure uses parameters from the risk assessment of a premises based on hygiene, structure and confidence in management. Since these are areas where we can intervene to improve matters we use the percentage of businesses which are broadly complaint as one measure of our effectiveness. About 83% of Midlothian food businesses are part of the scheme and of those 80% have a PASS status.

2.6.4 In April 2015 Food Standards Scotland came into being as an autonomous body from the Food Standards Agency in the UK. Food Standards Scotland has a wider remit than the UK Agency encompassing;

- Providing independent, evidence based information and advice on food safety and standards, nutrition and labelling to industry, Scottish government and consumers.

Developing policies, providing policy and consumer advice and delivering a robust regulatory and enforcement strategy. FSS is funded mainly by government but it also charges fees for the regulatory functions it carries out. Advising the Scottish Government, other authorities and the public on food and animal feed matters

- Keeping the Scottish public and users of animal feed advised to help them make informed decisions about food and feed stuff
- Monitoring the performance of local authority food enforcers

- Advising the Scottish government on matters for improving the nutrition and diet of people in Scotland
- Supporting the food industry in Scotland and protecting its reputation

It is anticipated that the relationships and arrangements built up with the previous Agency will continue.

3 Service Objectives

3.1 Planned work

At the end of March 2015 80% of premises were broadly compliant with Food safety legislation. For this plan it remains the intention of the Service to increase the percentage of broadly compliant premises as follows:

Objective 1 Improve the % of premises which are broadly compliant for Hygiene to 83%

Objective 2 Improve the % of premises which are broadly compliant for Food Standards to 70%

The Service will carry out the following planned inspection work;

Objective 3 Complete programmed food hygiene inspections or audits

Planned Food Hygiene Inspections		
Premises Risk Rating	Inspection Target	Number of planned inspections
A	100% of High risk	7
B		69
C	95% of Medium risk	152
D	70% of low risk	97
New premises	100%	47
Outstanding missed inspections high and medium risk		0
Total		372

Objective 4 Complete programmed Food Standards inspections or audits

Planned Food Standards Inspections		
Premises risk rating	Inspection Target	Number of planned inspections
A	100% of High	1
B	100% of Medium	25
New premises	100%	47
Outstanding missed inspections medium risk		3
Total		76

Objective 5 Carry out Alternative Intervention at low risk food premises

Where a premises presents a very low risk to the consumer i.e. those rated as “E” for food hygiene and “C” for Food Standards we will not normally carry out a routine inspection. This reduces the regulatory burden on the business and allows us to direct resources to higher risk operations. Self-assessment questionnaires are sent to premises as an alternative to carrying out an inspection. Where self assessment questionnaires indicate a significant change in the food operations at the premises or assessments are not returned the premises is likely to receive an inspection. We may also inspect if we receive a complaint about a premises.

Premises risk rating		Number of premises
Food Hygiene	E	46
Food Standards	C	65

Objective 6 Complete 100% of Feeding stuffs inspections due (Trading Standards responsibility)

Feeding Stuffs inspections	
Number of registered premises	Number of planned inspections
66	Zero

3.2 Food Sampling

The sampling of food for microbiological and chemical contamination and for analysis of the ingredients forms an important part of the work of the Service. It provides “end point” monitoring of food safety and the standards of food production. Samples submitted for analysis of their ingredients are often also assessed on the legality of their labeling. The technology is now available to determine the nature of animal species present in food using DNA testing. The Authority samples food from outlets within the district and participates in

local and nationally organised food sampling campaigns whenever resources allow.

Food sampling is targeted at high risk premises and products and is carried out in line with the Authority's documented procedure. Food samples are submitted to Edinburgh Scientific Services who employ the Authority's appointed Food Examiner, Public Analyst and Agricultural Analyst. The Service plans to take the following samples provided resources allow for it;

Objective 7 Complete Sampling from Approved Premises

Sampling from Approved premises		
Food Sampled	Samples for Microbiological Examination	Samples for Chemical Analysis
Processed Milk	6	6
Cream	2	2
Meat Products	3	3
Pizzas and Ready Made Meals	5	5
Savoury dumplings	6	3
Various Foodstuffs	6	6
Water used as an ingredient	5	5
Raw milk from production holdings	10	10
Total	43	40

Objective 8 Complete other targeted sampling

Food Sampled	No samples	
	Microbial contamination	Chemical Contamination or composition
Cooked sliced meats from manufacturing butchers	3	3
Fresh Cream products from manufacturing bakers and retailers	3	3
Pre-packed sandwiches from Supermarkets	3	3
Sandwiches from sandwich makers	6	3
Ready to eat foods including meals from takeaway premises	24	12
Meals from care premises	10	10
Following Food Complaints	8	8
Total	57	42

Objective 9 Complete contributions to sampling surveys

i. The Service contributes to sampling surveys organized by Food Standards Scotland, Lothian and Borders Food Liaison Group and the Scottish Food Enforcement Liaison Committee. At the time of writing surveys had not been finalized.

ii. Food Standards Agency has sought help with sampling to meet national priorities identified by its intelligence gathering activities. This work is organised in collaboration with the Public Analyst and samples will be taken from the following proposals where resources allow. Sampling work for Food Standards Scotland is paid for by them.

Foodstuff proposed for sampling	
Histamine levels in cheese	FSS national priority
Listeria monocytogenes contamination in ready to eat imported foodstuffs	FSS national priority
Microbial quality of spices and herbs used by caterers in ready to eat foods	FSS national priority
Meat species substitution	FSS national priority
Use of additives such as monosodium glutamate in meat products	FSS national priority
Fat content of minced meat	Lothian and Borders Food Liaison Group project
Sulphur dioxide in dried fruits	Lothian and Borders Food Liaison Group project

Objective 10 Participate in Catermatch project pilot

The Food Service will conduct a project with Midlothian Council Economic Development to examine the possibility of bringing together start up caterers and food businesses with underused facilities. Start up catering businesses often struggle to find suitable premises. The financial costs of setting up compliant premises are difficult to recover in the early stages of a food business and often lead to business failures. The Food Service is aware of a number of premises which are in good physical condition but are only used occasionally. These are premises which could act as a source of income for their owners.

3.4 Reactive work

- 3.4.1 A proportion of the Service's work relates to dealing with requests for service about matters relating to food safety. Approximately 400 requests are received each year.

Requests may relate to such things as;

- complaints about food that people have bought or consumed
- food premises which appear to be being run unhygienically
- requests for advice about starting food businesses, legal requirements, food hygiene training or the layout and fittings of proposed premises.
- licensing of street traders or premises selling alcohol
- scrutinising planning applications and building warrants received by the Council relating to food premises and offering advice to applicants regarding premises layout, fittings and so on.
- investigating cases and outbreaks of infectious disease in partnership with NHS Lothian associated with the consumption of food or water ("food poisoning").
- responding to notifications of incidents of public health significance received from the Food Standards Scotland Scottish Water

Objective 11 Commence investigation of 100% of requests for service made to the service about food and food premises within target working days

3.4.2 Liaison with Other Organisations

The Food Service works alongside the Lothian Health Board's Health Protection Team in dealing with any major outbreaks of food related disease in or affecting Midlothian. As all Food Service Officers are appointed as investigators under the Public Health etc. (Scotland) Act 2008 they may also be involved in dealing with other public health emergencies. The service may be required to act in partnership with the Food Standards Scotland to ensure food which is regionally or nationally distributed and has some problem associated with it is removed from sale by food businesses in Midlothian.

The Food Service is represented at the Lothian and Borders Food Liaison group which meets at approximately two monthly intervals. The group has representation from the Public Analyst and members who attend the Scottish Food Enforcement Liaison Committee(SFELC). Regular liaison also takes place with NHS Lothian's Health Protection Team and Scottish Water on matters of infection control and with the Care Inspectorate.

3.4.3 Enforcement Activity

Authorised Officers have a variety of powers to secure compliance with the food safety legislation and to investigate disease related matters. These powers include the service of legal notices, reporting businesses to the Procurator Fiscal and issuing Approvals to manufacturers.

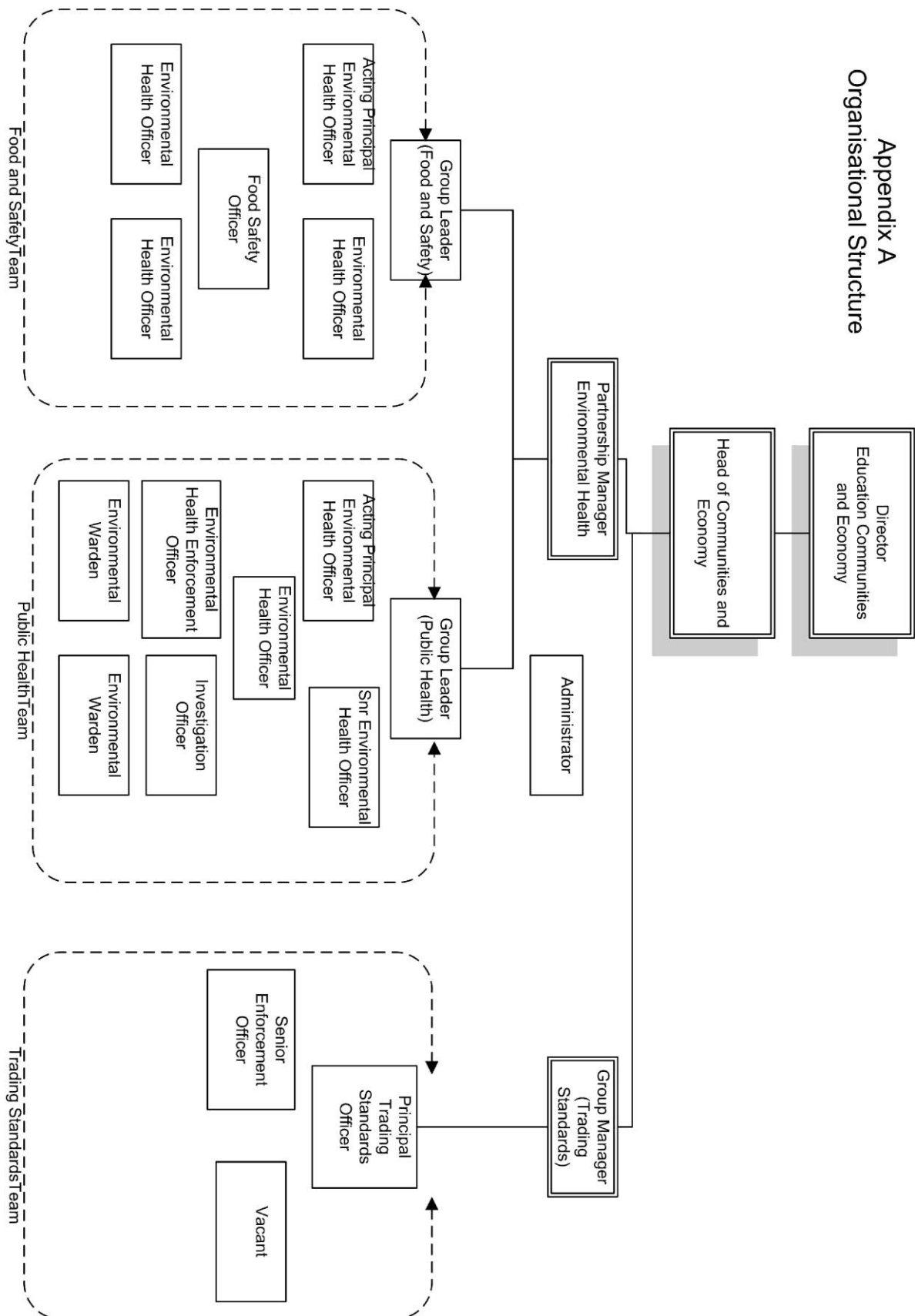
3.5 Quality Assessment

The Service relies on the professional skills of its authorised officers for the delivery of the service plan. In order to maintain the quality of their work;

- We continually review our operational procedures to improve our service delivery and to take into account legislative and practice changes.
- We evaluate the consistency of our inspections against our procedures through activities such as accompanied inspections by senior inspectors, team meetings, and review of inspection reports to ensure consistency in the work of the Service.
- We ensure that Officers appointed as food inspectors complete at least 10 hours food related training each year as part of their on-going training to maintain their competency.
- We are subject to periodic independent audit by the Food Standards Agency
- We carry out periodic surveys of businesses which have been subject to inspection to find out what they thought of the experience. In addition service users can utilise the Midlothian Council feedback procedure to make comment or raise concerns about the way in which the service is delivered.
- We report the performance of a number of our planned objectives to elected members at regular intervals.

Objective 12 Ensure all Authorised Officers receive a minimum of 10 hours food related competency training

Appendix A Organisational Structure



Appendix II

Midlothian Food Businesses

Type of business	Number of premises
Ancient monument/visitor attraction	1
Army Barracks / Premises	1
Bakehouse	3
Bakehouse - Manufacturing	3
Bed and Breakfast	7
Bingo Hall	1
Bookmaker with food	1
Bowling Club	1
Brewery	2
Butcher - Manufacturing	4
Butterfly Farm	1
Café	33
Cake decorator/retailer	2
Care Home - Nursing	8
Care Home - Residential	19
Care in the Community Premises	5
Cash and Carry	1
Caterer	10
Childcare, playgroup, nursery - private	36
Childcare, playgroup, nursery -LA	24
Childminder	35
Church with food	22
Church without food	3
Club	3
Community Building/Church Hall	13
Confectionery manufacturer	2
Dairy - Pasteurising	1
Day Care - Elderly / Disabled	3
Distribution - Food	10
Domestic Premises based food business	28
Educational Establishment kitchen	3
Factory Kitchen/Staff Canteen	3
Farm - Arable	1
Farm - Milk production holding	5
Farm shop	2
Fishmonger (other than retail)	5
food basket/sandwich retail	1
food distributor - water	1
Food Manufacturer	8
Food Packer or repacker	1
Garden Centre - Retail	1
Golf - Driving Range	1
Golf Course	5
Haulier	1
High School kitchen	5
HMO	1
HMO with food	6

Hospital Kitchen	2
Hotel/Guest House	16
Importer	1
Kitchen	4
Licensed Club	35
Market Garden / Pick your own	1
Market trader	6
Materials and Articles Manufacturer/ Sup	1
Midlothian Council Cafe	3
Midlothian Council Community Centre	2
Midlothian Council Day Care- Elderly/Dis	2
Midlothian Council Leisure Centre	4
Midlothian Council Residential Care Home	5
Mini market	1
Mobile Shop - Caterer	25
Mobile Shop - Food Retailer	21
Offices - Large with staff canteen	1
Off-Sales	2
Outside Caterer	3
Park pavilion	2
Petrol Station with food	6
Post Office with food	3
Primary school kitchen	29
Private Leisure Centre	1
Public House - Full Catering	19
Public House - Snacks	21
Removals/Haulage	1
Restaurant	34
Retail - Baker	11
Retail - Butcher	2
Retail - Clothes Shop	1
Retail - Craft Shop	1
Retail - Deli	1
Retail - Fishmonger	1
Retail - Food	45
Retail - Freezer Shop	2
Retail - Greengrocer	4
Retail - Haberdashery	1
Retail - Miscellaneous	6
Retail - Newsagent, Confectionery/snacks	13
Retail - Pharmacy/Chemist	14
Retail - Stationery	1
Sheltered Housing with food	3
Sports Ground	2
Supermarket	14
Take-Away	28
Takeaway Asian style	7
Takeaway Chinese style	21
Takeaway Fish and Chips	3
Theatre, Museum, Galleries	1
Warehouse - Food	2
Grand total	768

