

Midlothian Council

Food Service Plan 2017-2018



Food Service Plan 2017-2018

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 A mapping of how the Service contributes to the Midlothian Single Plan priorities is given at Table 1.
- 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; and
 - 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 2017 to 31st March 2018.

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 86,200. Midlothian is now pro rata, the fastest expanding area of Scotland for population growth and housing development. 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 food and retail industry sectors account for about 28% of the workforce – more than 99% of these being small or medium sized enterprises. 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

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

- 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.
- Investigation of food related fraud.
- Enforcement of the legislation in relation to the above activities.
- Providing advice and assistance to new or existing food business operators and to the public.

In addition the Food and Safety team has responsibility for the enforcement of the Health and Safety legislation in many premises in the Midlothian area. The team also act as public health

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investigators on behalf of Lothian NHS for certain infection control matters and contributes to the licensing and regulation of other premises and activities.

The food hygiene and standards elements of the service are delivered by Environmental Health Officers and Food Safety Officers supported by dedicated service administrators. The feeding stuffs 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. Email foodandsafety@midlothian.gov.uk

Midlothian Council office hours are: 9-5pm Monday to Thursday and 9-3.45pm Friday. However, the service carries out a certain amount of inspection work "out of 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 via the Midlothian Contact Centre - Telephone number 0131 663 7211. Fax Number 0131 271 3246.

The organisational structure, lines of responsibility and establishment of the Environmental Health and Trading Standards sections are illustrated in Figure 1 below.

2.3 Staffing Allocation

The amount of time spent by the current number of staff in the Food and Safety Team directly on food law regulation and enforcement matters equates to approximately 3.5 full time equivalents (FTE)

2.4 Financial Allocation for Food and Safety Team*

Direct Staffing costs	£151,332
Inspection Services equipment and maintenance costs	£3,179
Provision for scientific services	£35,400
Total	£189,911

* proportion of annual budget attributed to 3.5 FTE for food service £312,570

2.5 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 (FSS) Code of Practice 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.

2.6 Service User Profile

As of 1 April 2017 there were 803 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 Table 2). There are 7 premises located in the area approved for the manufacture and supply of 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.

2.7 Policy on Enforcement

The Authority has a documented food enforcement policy (last reviewed March 2015) 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

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of enforcement and advisory action. Our efforts are targeted at those of the food business community who are considered as presenting the greatest risk to consumers.

2.8 Safe Food and Compliance with the Law

Central to the regulation of food businesses is the concept that the activities of the business are assessed on the basis of the risk they present to consumers. We are required to subject higher risk premises to regular "Official Controls". The greater the risk, or potential risk, the more resources the Service directs to those operations. 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.

The Food Hygiene Information Scheme (FHIS) has been running in Midlothian since October 2010. The Scheme uses our assessment of the risk of the food operations in a business to classify it as having PASSED the last inspection or needing IMPROVEMENT. To obtain a PASS classification a business must be broadly compliant with the law. Broad compliance measures the parameters from the risk assessment which look at hygiene practices, physical structure and confidence in management. Since these are areas where we can intervene to improve matters we use the percentage of businesses that are broadly compliant as one measure of our effectiveness.

Food business operators are given 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 (<http://www.foodstandards.gov.scot/fhis/search>)

As at April 2017, about 83% of Midlothian food businesses are part of the scheme and of those 84% have a PASS status.

3 Service Objectives

3.1 Inspection work

At the end of March 2017 broad compliance with the food hygiene legislation, across all food businesses, remains at 80%. 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 84%

Objective 2 Improve the % of premises which are broadly compliant for Food Standards to 75%

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	5
B		85
C	95% of Medium risk	142
D	70% of low risk	112
New premises	100%	29
Outstanding missed inspections high and medium risk		0
Total		373

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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	7
B	100% of Medium	26
New premises	100%	29
Outstanding missed inspections medium risk		0
Total		62

Objective 5 Carry out Alternative Intervention at low risk food premises

Where a business 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 at every programmed interval. 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 business is likely to receive an inspection. A proportion of very low risk businesses are subject to an inspection visit every second inspection cycle. We may also inspect if we receive a complaint about a premises.

Premises risk rating	Number of premises
Food Hygiene E	36
Food Standards C	59

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. There has been increasing emphasis nationally on surveillance for meat and fish species substitution and of alcohol. There are areas where organised criminals are operating more frequently. The Service 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 contributes to sampling surveys organized by Food Standards Scotland, Lothian and Borders Food Liaison Group and the Scottish Food Enforcement Liaison Committee (SFELC).

Food Standards Scotland (FSS) have been working more closely with local food authorities on sampling directed at priorities identified by its intelligence gathering activities. This work may be resourced by FSS, is co-ordinated by SFELC in collaboration with the Public Analyst and delivered by local authority food enforcement services. An indicative list of the FSS sampling projects is given at Objective 8 below

The Service plans to take the following samples provided resources allow for it;

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Objective 6 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	4	4
Pizzas and Ready Made Meals	5	5
Savoury dumplings	5	5
Haggis/Savoury Puddings	6	6
Fish	0	2
Pate	1	1
Pasta	2	2
Water used as an ingredient	4	4
Raw milk from production holdings	1	1
Total	36	38

Objective 7 Complete other targeted sampling

Food Sampled	No samples	
	Microbiological contamination	Chemical Contamination or composition
Cooked sliced meats from manufacturing butchers	10	0
Fresh Cream products from manufacturing bakers and retailers	10	0
Pre-packed sandwiches from Supermarkets	8	8
Sandwiches from sandwich makers	10	10
Ready to eat foods including meals from takeaway premises	20	10
Meals from care premises	10	10
Following Food Complaints	8	8
Packed on premises Vacuum packed foods	4	0
Total	80	46

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Objective 8 Complete contributions to National sampling surveys

Foodstuff proposed for sampling	Reason
Ready to eat non pre-packed fruit and vegetable salads and garnishes (including salads with mayonnaise e.g. coleslaws)	Microbiological contamination indicating hygiene issues, presence of E.coli, Listeria, Salmonella, Campylobacter depending on nature of food
Fresh herbs	
Ready to eat fish and shellfish products (tests to include <i>L. monocytogenes</i>)	
Non-pre-packed sandwiches and sandwich fillings containing mayonnaise	
Non-pre-packed cooked sliced meats (tests to include Salmonella, Campylobacter and <i>E.coli</i> O157)	
Vacuum packaged ready to eat foods with a shelf-life longer than 10 days	
Swabs from ready to eat foods contact equipment (focus on slicing blades and slicing machines)	
Prepared meals (curries, kebabs etc.)	Species substitution or misdescription, Composition and labeling; Use of additives including added water, preservatives
Fish products (battered, breaded and with sauces)	
Fish products (prepacked fresh and frozen)	
Venison products	
Meat and meat products	
Jarred chutneys and relishes	
Free-from claims with a focus on gluten-free and the presence of dairy in non-dairy yoghurt, cheese and milk substitutes	

3.3 Reactive work

A proportion of the Service's work relates to dealing with requests for service about matters relating to food safety. Approximately 450 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
- Scrutinising planning applications and building warrants received by the Council relating to food premises and offering advice to applicants regarding premises layout, fittings etc.
- 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
- Responding to intelligence concerning food or alcohol fraud

Objective 9 Commence investigation of 100% of requests for service made to the service about food and food businesses within target working days

3.4 Liaison with Other Organisations

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.

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All Food Service Officers are appointed as investigators under the Public Health etc. (Scotland) Act 2008. They may be involved in dealing with outbreaks of food poisoning and other public health emergencies in partnership with the NHS Lothian Health Protection team. The service may be required to act in partnership with 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 Service is currently participating in a pilot project being run by Food Standards Scotland assessing novel methods of risk rating food businesses. This is part of a larger on-going review of most of the food safety regulatory requirements in Scotland.

3.5 Enforcement Activity

Food inspectors authorised by the Council have a wide 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.

3.6 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 work we;

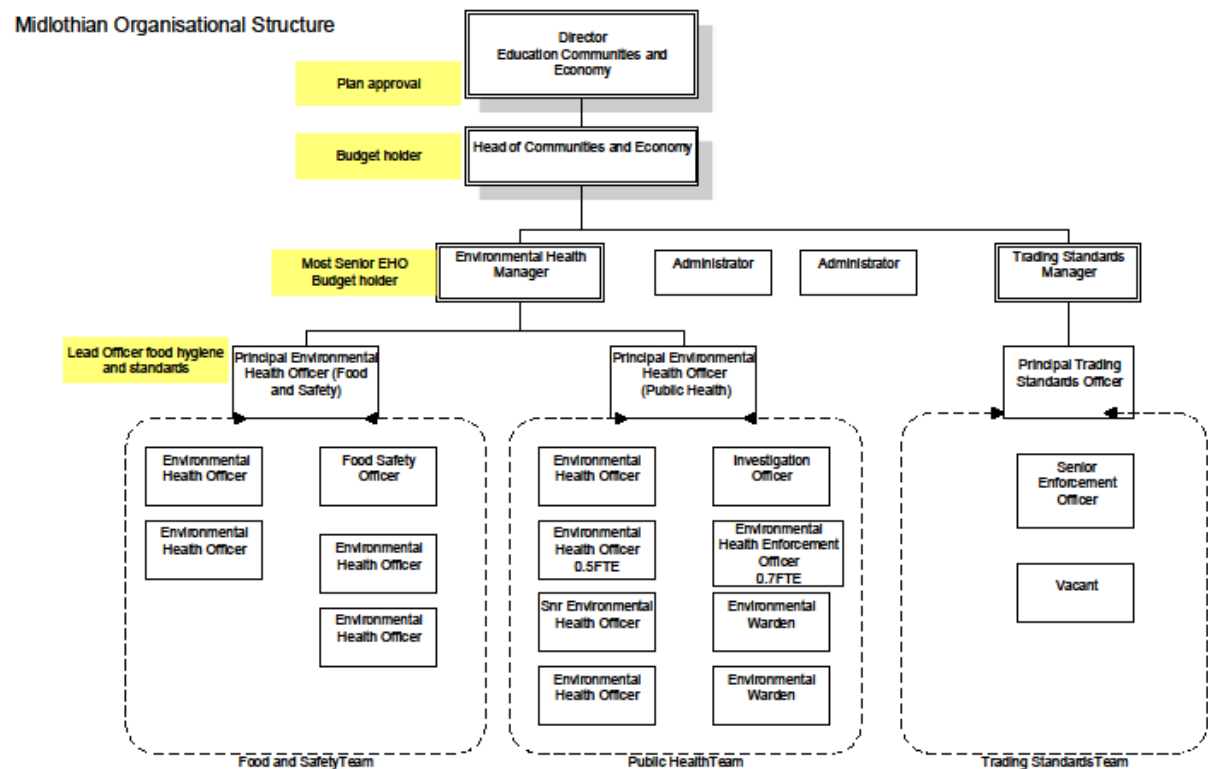
- Continually review our operational procedures to improve our service delivery and to take into account legislative and practice changes.
- Evaluate the consistency of our inspections against our procedures through activities such as accompanied inspections by senior inspectors, team meetings and review of inspection reports to ensure consistency in the work of the Service.
- Ensure that Officers appointed as food inspectors complete at least 10 hours food related training each year as part of the maintaining of their competency.
- Are subject to periodic independent audit by the Food Standards Scotland.
- Survey businesses which have been inspected to find out what they thought of the experience.
- Report the performance of a number of our planned objectives to elected members at regular intervals.

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

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Figure 1 Organisational Structure



April 2016

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Table 1: Mapping of Food Service activity to Midlothian Single Plan outcomes

Food Service activity	Single Plan Outcome		
	<i>Reducing inequalities in the health of our population</i>	<i>Reducing inequalities in the outcomes of learning in our population</i>	<i>Reducing inequalities in the economic circumstances of our population</i>
The regular inspection of food premises for food hygiene and food standards	✓		✓
The sampling of food and animal feedstuffs to check on microbiological quality and composition	✓		✓
Investigation of food related cases of infectious diseases	✓		✓
Investigation of food related fraud			✓
Investigation of complaints from the public about food, food labelling and food premises.	✓		✓
Enforcement of the legislation in relation to the above activities	✓		✓
Providing advice and assistance to new or existing food business operators and to the public.	✓	✓	✓

Table 2: Midlothian Businesses registered for the provision of food

Type of business	Number of businesses
Army Barracks / Premises	1
Bakehouse	3
Bakehouse-Manufacturing	3
Bed and Breakfast	3
Bingo Hall	1
Bookmaker with food	1
Bowling Club	1
Brewery	5
Butcher - Manufacturing	6
Butterfly Farm	1
Cafe	36
Care Home - Nursing	8
Care Home - Residential	15
Care Home - Residential Midlothian	7
Care in the Community Premises	4
Cash and Carry	1

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Caterer	11
Childcare, playgroup, nursery - private	35
Childcare, playgroup, nursery -LA	35
Childminder	45
Church with food	22
Club	3
Community Building/Church Hall	13
Confectionery manufacturer	3
Dairy - Pasteurising	1
Day Care - Elderly / Disabled	3
Distribution - Food	11
Distribution food Cold Store	1
Distribution Foodbank	1
Domestic Premises based food business	32
Educational Establishment kitchen	2
Egg Packing Centre	1
Factory Kitchen/Staff Canteen	5
Farm - Arable	1
Farm - Milk production holding	3
Farm shop	3
Fishery Products	1
Fishmonger (other than retail)	5
food basket/sandwich retail	1
Food Haulier	2
Food Manufacturer	8
Food Packer or repacker	1
Game larder/dealer	1
Golf - Driving Range	1
Golf Course	4
High School kitchen	5
HMO with food	3
Holiday let/self catering	1
Hospital Kitchen	2
Hotel/Guest House	16
House in multiple occupation	4
Importer	1
internet food sales	1
Kitchen	3
Licensed Club	33
Market Garden / Pick your own	1
Market trader	7
Materials and Articles Manufacturer/ Sup	1
Midlothian Council Cafe	4
Midlothian Council Community Centre	2
Midlothian Council Day Care- Elderly	2
Midlothian Council Leisure Centre	3
Mini market	1
Mobile Shop - Caterer	22
Mobile Shop - Food Retailer	29
Offices - Large with staff canteen	1
Offices - Small	1
Off-Sales	1

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Outside Caterer	5
Park pavilion	2
Pasta Manufacturer	1
Petrol Station with food	6
Post Office with food	2
Primary school kitchen	31
Private Leisure Centre	1
Public House - Full Catering	17
Public House - Snacks	18
Removals/Haulage	1
Restaurant	42
Retail - Baker	9
Retail - Butcher	2
Retail - Clothing	2
Retail - Craft Shop	1
Retail - Deli	2
Retail - Fishmonger	1
Retail - Food	47
Retail - Freezer Shop	2
Retail - Greengrocer	1
Retail - Haberdashery	1
Retail - Miscellaneous	6
Retail - Newsagent, Confectionery/snacks	16
Retail - Pharmacy/Chemist	14
Retail - Stationery	1
Sheltered Housing with food	2
Sports Ground	2
Street Market	1
Supermarket	16
Takeaway Asian style	5
Takeaway Chinese style	22
Takeaway Fish and Chips only	3
Take-Away mixed comestibles	29
Theatre, Museum, Galleries	1
Warehouse - Food	3
Grand Total	810