

**REPORT TO: ENVIRONMENTAL AND CONSUMER PROTECTION COMMITTEE
21st OCTOBER 2002**

**REPORT ON: THE FOOD SAFETY AND STANDARDS SERVICE DELIVERY PLAN
2002/2003**

REPORT BY: DIRECTOR OF ENVIRONMENTAL AND CONSUMER PROTECTION

REPORT TO: 766-2002

1.0 PURPOSE OF REPORT

1.1 To propose the adoption of:

- a) The Food Service Plan 2002/2003
as required by the Food Standards Agency.

Full copies of the Plan and the Policy Statement are available from the Group Secretaries and in the members lounge.

2.0 RECOMMENDATIONS

2.1 That the Council approve:

- a) The Food Service Plan 2002/2003;

3.0 FINANCIAL IMPLICATIONS

3.1 It is anticipated the cost to the Council will be absorbed within the budget of the Food Safety/Health and Safety Section.

4.0 DUNDEE 21 IMPLICATIONS

4.1 Access to good food, water, shelter and fuel at a reasonable cost.

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

5.1 None.

6.0 BACKGROUND

6.1 The White Paper “The Food Standards Agency – A Force for Change” identified the need for stronger links between central and local government on food law enforcement.

6.2 The White Paper also identified the Food Standards Agency (FSA) as having a key role in overseeing local authority enforcement action.

6.3 The vehicle for implementing the Food Standards Agency’s proposals is the Framework Agreement on Local Authority Food Law Enforcement.

6.4 Included within this framework is the requirement for Authorities to have an approved annual Food Safety and Standards Service Delivery Plan.

6.5 Service plans are an important mechanism to ensure food safety priorities and standards are addressed and delivered locally.

6.6 Service plans also;

- focus debate on key delivery issues;
- provide an essential link with financial planning;
- help establish objectives for the future and identify major issues that cross service boundaries;
- provide a means of managing performance and making performance comparisons;
- support local accountability through elected members and facilitate consultation with local stakeholders;
- give information about the food law service we provide and the means by which these services are provided; and
- detail food law performance targets.

7.0 CONSULTATIONS

Chief Executive
Director of Support Services
Director of Finance

8.0 BACKGROUND PAPER

8.1 Framework Agreement on Local Authority Food Law Enforcement (available from Ron Dunn, Principal Officer, Food Safety/Health & Safety Section) or on the Food Standards Agency Website: <http://www.foodstandards.gov.uk/>

9.0 SIGNATURE

Signed Date
Director of Environmental and Consumer Protection

**ENVIRONMENTAL AND CONSUMER PROTECTION
DEPARTMENT**

**FOOD SAFETY AND STANDARDS SERVICE PLAN
2002-2003**

CONTENTS

<u>Page</u>		<u>Paragraph</u>
1	Service Aims and Objectives	1
3 - 10	Dundee City Background	2
11 -29	Service Delivery	3
30 -31	Resources	4
31 - 32	Quality Assessment	5
32	Review	6
	Appendix I Key Objective Links	
	Appendix II Key Dundee Statistics	
	Appendix III Codes of Practice	
	Appendix IV Sampling Programme	
	Appendix V Special Investigations/Incidents April 2002 – October 2002	

1 SERVICE AIMS AND OBJECTIVES

The principal role of the Food Safety and Standards Service is to enforce legislation which aims to ensure that food sold and supplied in the City is safe to eat, does not cause death, injury or ill health.

In fulfilling this role we will work closely with the Food Standards Agency (FSA – Scotland) which was established in April 2000 to make sure that food is safe to eat and to offer independent, balanced advice on food matters and health.

Our duties will be carried out by focusing on five key objectives.

In the year 2002-2003 we will aim to:-

Key Objective 1 - Regulate food safety and food standards through a range of planned enforcement activities;

Key Objective 2 - Respond to, then seek to resolve food safety and food standards problems brought to our attention, including outbreaks of food borne illness and food safety emergencies;

Key Objective 3 - Provide food safety and food standards advice to all sections of the community and liaise with other bodies on food related matters;

Key Objective 4 - Develop and support staff in their duties;

Key Objective 5 - Make efficient and effective use of our resources.

This service plan describes how we will address these objectives by carrying out a range of programmes which are described in detail under the appropriate paragraph headings.

The list of contents in Appendix I also demonstrates how individual programmes link to one of the key objectives.

2 DUNDEE CITY BACKGROUND

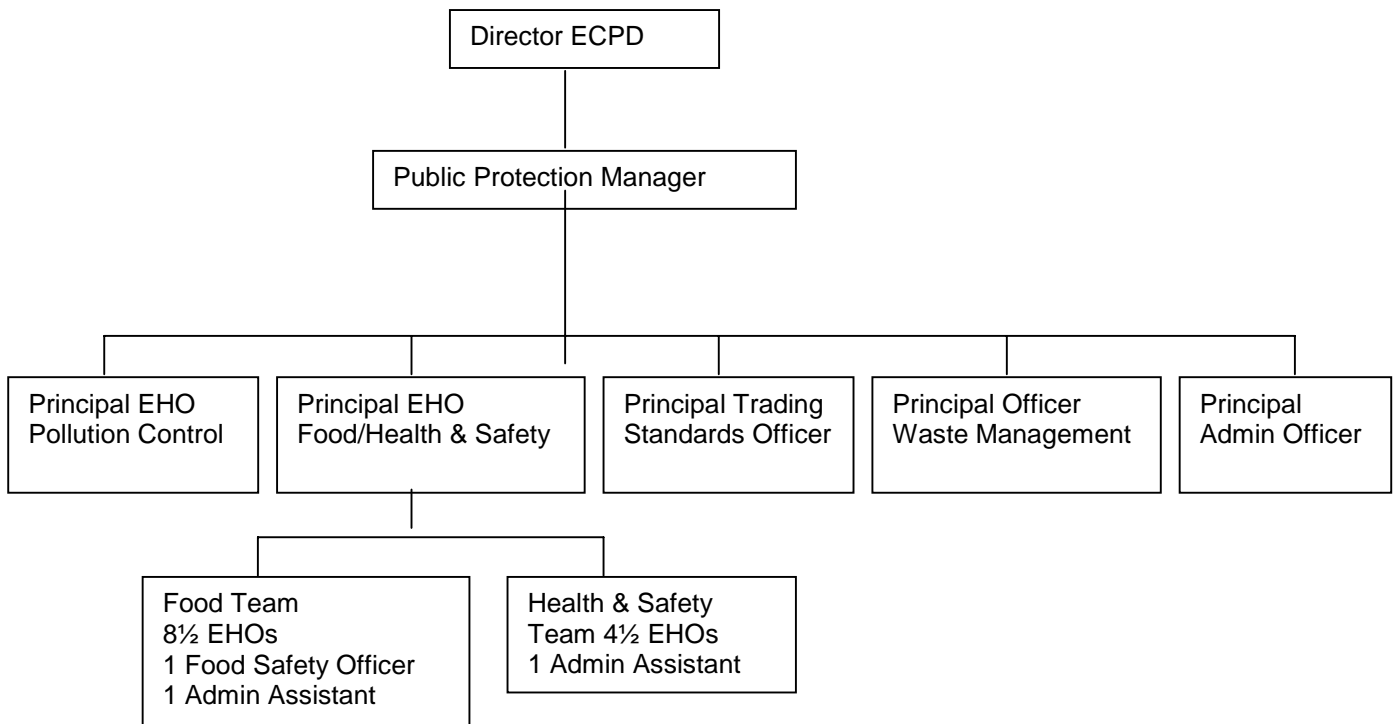
2.1 PROFILE OF DUNDEE CITY COUNCIL

The City of Dundee is Scotland's fourth City and covers an area of 6,515Ha (26 square miles)

Bordered by Perth and Kinross Council and Angus Council Dundee continues to be a "Regional Centre" with a catchment population of around 350,000

Although a solely urban authority Dundee has the responsibility for providing a range of services as an employment, educational, shopping and leisure centre.

2.2 DUNDEE CITY COUNCIL ECPD FOOD SAFETY AND STANDARD SERVICE STRUCTURE



(NB. Currently 1 Environmental Health Officer post and is unfilled in the Food/Health and Safety teams. An additional Environmental Health Officer post is included in the Revenue Budget for 2002/2003. A further ½ Environmental Health Officer post is currently vacant through maternity leave).

2.3 SCOPE OF THE FOOD SERVICE

The services provided are listed below. Further descriptions are given in part 3 of the Plan.

Food Hygiene Inspections and Auditing of premises on risk based frequency;

Food Standards Inspections and Auditing of premises on risk based frequency;

Food Standards Sampling, Informal and Formal (Chemical);

Food Standards Sampling of Home Producers;

Food Standards Sampling – Microbiological;

Food Standards Special Surveys/Enforcement Initiatives;

Food Standards Labelling Compliance;

Inspections of Licensed Premises and Submission of Reports;

Administration of Butchers Licensing Scheme;

Declaration of Finality Inspections;

Inspections at the request of other agencies on standards within a range of social care settings;

Taking action on occupational hazards identified during food safety inspections;

Investigation of Food Hygiene Complaints;

Investigation of Communicable Disease Cases;

Investigation of Communicable Disease Outbreaks and Outbreak Control;

Visits to premises where Scottish Water have informed us of their intention to disconnect the water supply;

Certification and Disposal of Unsound Food;

Investigation of musical entertainment noise complaints from licensed premises;

Reacting to food hazard warnings and recalls;

Participation in planning and operational stages of emergencies or major incidents;

Advice to other departments on food safety and infection control;

Advice to food operators and the general public on food safety and food standards;

Advice to business start ups on food safety and occupational health and safety;

Advice to Planning and Transportation Department on planning applications and developments on food safety and associated matters;

Participation in local initiatives with other agencies eg. Healthy Eating Choice Award;

Special projects – participating in corporate groups on food safety and infection control;

Food safety advice and inspections of special events, community festivals and projects;

Participation in corporate activities and working groups (eg. communication strategies etc);

Reviewing the Council's Corporate Infection Control Policy;

Originating Authority for a number of local food manufacturing companies;

Research on food safety topics;

Providing written advice and guidelines to a range of organisations including the Council;

Auditing of manufacturer for issuing of Export Certificates;

Major Food Safety education initiative with Dundee College;

Handwashing Campaign;

Advice to Corporate Health Network;

Advisory role on Tayside Contracts meals service;

Remit to report to Environmental and Consumer Protection Committee on Corporate Food Safety Monitoring;

Licensing Board member visits to licensed premises;

Reports to the Scottish Commission for the Regulation of Care regarding registered premises;

Training of Student Environmental Health Officers.

2.4 DEMANDS ON THE FOOD SERVICE

2.4.1 Premises Profile

The number and types of premises within our enforcement jurisdiction are given in Table 1.

	<u>TOTAL PREMISES</u>	<u>RISK BAND</u>					
		*A	*B	*C	*D	*E	*F
Food Producer	2	0	0	0	0	0	2
Slaughterhouse	1						0
Food Manu/Processor	21	5	9	6	1	0	0
Food Packer	0	0	0	0	0	0	0
Food Import/Export	1	0	0	0	0	0	1
Food Distributor	24	1	2	7	10	2	2
Food Retailer	365	4	42	135	73	65	46
Food Restaurant/Caterer	869	25	145	455	94	101	50
Food Art/Mat/Man etc.	2	0	0	0	0	0	0
Food Manu Mainly Retail	10	2	8				
GRAND TOTALS	1,295	37	206	603	178	168	101

* The risk band categories refer to frequency of inspections. A fuller description of these categories is given in paragraph 3.1.1, Page 11.

2.4.2 Potential Impacts on the Service

a) Meeting “The Standard”

In the forthcoming year the department will maintain its commitment to continuously improve as required by the Framework Agreement on Local Authority Food Law Enforcement (The Standard).

To date the Authority has been audited twice (October 2001 and April/May 2002) by the Food Standards Agency against “The Standard” laid down in the Agreement. Whilst the audit results have been generally positive, like many councils, corrective actions were required, notably in the area of Food Standards inspections which covers quality, composition, labelling, presentation and advertising of foods. The emphasis being placed by the Food Standards Agency on Food Standards reflects a desire by the Agency to improve consumer confidence in this area.

We were also required to implement new procedures for monitoring our enforcement activity. Again the aim is to demonstrate that robust procedures are in place to ensure the quality of our enforcement work.

Consequently, significant resources have been deployed to meet The Standard during a period the Food Safety and Standards functions experienced high staff absences caused by long term illness and maternity leave.

- b(i) The Standard requires that local authorities focus on priorities through effective service planning. The department’s responsibility, therefore, is to organise resources to tackle public health imperatives.

Consequently, in the planning year 2002/2003 an auxilliary programme consisting of lower risk rated premises was created in order that officers can concentrate on inspections of higher risk rated premises at the expense of visiting premises on the auxilliary list. In doing so the department is following the guidance contained in Code of Practice 9.

- (ii) The Food Standards Agency are to consult local authorities on a revision to the Code of Practice which governs minimum inspection frequencies. It is possible that very low risk premises will be deleted from inspection programmes and the minimum frequencies for certain categories of high risk premises increased.

c) Dealing with special investigations/emergencies

In the last Food Safety and Standards Plan (ie. for the year 2001/2002) it was difficult to predict the likely impact of food safety emergencies and special investigations owing to the unpredictability of such events. During such incidents planned programmed work (eg. planned inspections) are temporarily de-prioritised to deal with the more immediate public health priority. Appendix V describes events occurring in this (2002/2003) planning period.

d) Measuring Performance – Audit Scotland and Performance Indicators

The Framework Agreement is a comprehensive quality based standard and it is against this qualitative approach the true performance of the Food Safety and Standard function is measured. Good results in the Food Standards Agency audit reassures the Authority that, notwithstanding the resource problems previously mentioned, satisfactory arrangements are in place to fulfill this important duty.

e) The department is also measured on Statutory Performance Indicators as established by Audit Scotland. Their performance indicator measures only one dimension of the overall service delivery process namely, whether a food safety inspection is carried out within a two week window either side of a planned inspection date. Should, for any reason, a due date be missed (ie. an inspection is carried out more than two weeks before or after the due date) then this is counted as a failure to meet a Performance Indicator with a consequent negative effect on the published PI results.

f) Food Safety in the Community/Voluntary Sector

The Plan for 2001/2002 identified the food safety needs of community/voluntary sector groups as a potential impact on the service.

In partnership with Dundee College a major food safety education project was launched in February 2002 offering free food hygiene courses. The scheme continues to operate and has been very well supported by the community/voluntary sector. A further description of the programme is given under 3.13.

g) Animal Feeding Stuffs

The Authority has a duty to enforce the Feeding Stuffs (Establishments and Intermediaries) Regulations 1998 which requires premises coming within the scope of the Regulations to register with the Council.

There are no Dundee firms supplying feeding stuffs to animals which are part of the human food chain, our sole registered premises dealing only in pet foods.

Should further premises come within the scope of the regulations we will provide the necessary advisory, inspection, sampling and complaints service. If such new premises provide feeding stuffs to animals in the human food chain, they will be included in the Food Service Plan for 2002/2003.

The Principal Trading Standards Officer is responsible for enforcing these Regulations.

2.4.3 **Service Delivery Points** **Office Reception Points**

The Environmental & Consumer Protection Department operates on four main sites with opening hours Monday – Friday 8.30 am – 5 pm:-

Marchbanks, 34 Harefield Road, Dundee DD2 3JW
Tel: (01382) 432777
Fax: (01382) 432746



Floor 3, 8 City Square, Dundee DD1 3BG
Tel: (01382) 434042
Fax: (01382) 434080



Standards House, 296 Strathmore Avenue, Dundee DD3 6SH
Tel: (01382) 436260
Fax: (01382) 436438
Email: food.safety@dundeecity.gov.uk



Scientific Services, Mains Loan, Dundee DD4 7AA
Tel: (01382) 455909
Fax: (01382) 461381

The main service delivery point for persons requiring access to the food service is at Standards House, but complaints and enquiries relating to food premises may also be received by reception staff and officers at the Marchbanks and 8 City Square sites and forwarded to the food team for action.

2.4.4 **Corporate Helpline and Reception Point**

Dundee City Council's Helpline provides information, answers queries and deals with complaints relating to all Council services. Provisions include:

Disabled facilities; automatic door; ground level access to all rooms, including Conference Room; disabled toilet facilities; confidential interview rooms for use by Councillors and other departments; minicom services.



City Chambers Reception, 18 City Square, Dundee DD1 3BT

Tel: (01382) 434800 Minicom: (01382) 434802

Fax: (01382) 434104

Email: helpline@dundeecity.gov.uk

Opening hours:

Monday – Friday, 8.30 am – 5 pm

2.4.5 **Telephone Enquiries**

Enquiries and complaints are routinely received by letter, fax or telephone via the main Council switchboard (Tel (01382) 434000), the Helpline or the reception numbers listed above.

Officers in the food team can also be contacted by direct line telephone extension. Each phone has an answer machine attached. Officers also have individual e.mail addresses and this contact information is detailed on all outgoing correspondence.

Complaints and service requests are also received from MPs, MEPs, MSPs, and Councillors.

2.4.6 **Council website**

Contact information for all council departments is available on Dundee City Council's web-site at www.dundeecity.gov.uk using the departmental links, the search facility or the A-Z function.

A new Environmental and Consumer Protection web page is currently under construction and it is likely that this will become another means of accessing information and services from the Food Safety and Standards team within the next year.

2.5 **ENFORCEMENT POLICY STATEMENT**

Dundee City Council is a signatory to the Enforcement Concordat Good Practice Guidance agreed between the Scottish Executive, Convention of Scottish Local Authorities and Local Authorities Co-ordinating Body on Food and Trading Standards.

The Environmental and Consumer Protection Committee has approved a Food Safety Enforcement Policy statement based on the Concordat principles.

Our Food Safety Enforcement Practices will be guided by this policy and carried out in line with our documented Enforcement Policy Operating Procedures.

The Director of Environmental and Consumer Protection Department is the Council's Lead Officer for the adoption and implementation of the Enforcement Concordat for all Council regulatory functions. The Food Safety and Standards service will introduce any new measures arising from the corporate Concordat Adoption process.

3 SERVICE DELIVERY

This part of the plan describes in detail the purpose of individual programmes and how we will carry them out. Codes of Practice made under the Food Safety Act 1990 guide authorities on a range of regulatory activities. We will abide by these Codes of Practice in our service delivery. A full list of these Codes is given in Appendix III.

Statistics

Figures given for proposed activity in 2002/2003 are estimates based on current information. Figures for previous (to this plan) activities are, unless stated otherwise, mainly based on the last full year of figures available at the time of writing ie. 2001/2002.

3.1 FOOD PREMISES INSPECTIONS

3.1.1 Food Hygiene Inspections and Audits

The purpose of food hygiene inspections is to find out if food is being handled and produced hygienically; is safe to eat; and to identify factors which have the potential to cause food poisoning or injury.

Some food premises and businesses present a higher risk to the consumer depending on the nature of the food prepared and the food safety measures in place. Well run businesses with good comprehensive internal control systems will not need to be inspected with the same frequency as similar businesses which do not have such management control systems.

Premises are therefore rated in a scheme of priority classification. This is used to determine the relative extent of risk presented by food businesses and from this a minimum frequency of inspection is established. The panel below describes frequency of inspection within each category.

<u>Inspection Frequencies – Food Hygiene</u>	
Premises will be inspected within the following minimum frequencies.	
Category	Minimum Frequency of Inspection
A	at least every 6 months
B	at least every year
C	at least every 18 months
D	at least every 2 years
E	at least every 3 years
F	at least every 5 years

Table 2 describes the types of food premises falling within each inspection category (ranked from A to F) and therefore outlines our inspection programme for 2002 to 2003.

The inspection frequencies shown are a minimum. More frequent inspections will be carried out in businesses whose products are widely distributed or where food safety problems identified suggest the need for more frequent visits.

Table 2

Total food businesses in Dundee broken down by type and ranked into inspection frequency categories (A-F)

	Min. Inspection Frequency	Primary Producer	Slaughterhouse	Manufacturer/Processor	Packer	Importer/Exporter	Distributor/Transporter	Retailer	Restaurants and other Caterers	Materials and Articles Manufacturers and Suppliers	Manufacturers selling mainly by retail	Total	No of programmed inspections planned at 1/4/2001
Premises Category	A - 6 months			5				6	38		2	51	62 (max)
	B - 12 months			9			2	39	130		8	188	215
	C - 18 months			6		1	7	134	457			605	445
	D - 2 years			1			11	74	99			185	87
	E - 3 years						2	63	101			166	67
	F - 5 years	2				1	1	49	46			99	47
	Premises outside the programme											402	
	Unrated		1							2		3	
	TOTAL		2	1	21	0	2	23	365	871	2	10	1294

3.1.2 Food Standards Inspections

Food standards inspections establish whether legal requirements covering quality, composition, labelling, presentation and advertising of food are being met. Materials or articles in contact with food are also covered.

In 2002-2003 specialist audits will be carried out in our major high risk/medium risk manufacturing premises.

Premises falling outwith this category will be covered for food standards issues during Food Safety visits.

3.2 LICENSING AND SPECIAL APPROVALS

A range of premises come within the scope of licences and special approvals under various statutes. These are described in paragraph 3.2.1 – 3.2 below. Table 3 summarises the likely inspection programme for such premises.

3.2.1 **Butchers Licensing**

39 licences were issued in 2001/2002 under the butcher licensing regulations with each licence lasting for one year.

Between August and October 2002 applications for the next round of butchers licensing will be processed. Applications will be determined within 42 days of receipt.

Where standards are met the Director of Environmental and Consumer Protection Department will use delegated powers to issue the licence. Where these standards are not met the Director's recommendation to refuse the licence will be determined by a special sub-committee of the Environmental and Consumer Protection Department. The applicant will be represented at the sub-committee to state his/her case.

3.2.2 **Special Approvals under Product Specific Legislation**

The Environmental and Consumer Protection Department are empowered to grant approval for the carrying out of special processes in food premises.

Seven premises have been given approval under the Meat Products (Hygiene) Regulations, 1994 which allows them to supply retail outlets with defined meat products within the European Community. Similar powers are held under the Food Safety (Fishery Products and Live Shellfish) (Hygiene) Regulations 1998 for companies trading in defined fish products. In Dundee three businesses have been approved under the latter regulations and another three are being assessed.

Approved premises under both these statutes will be inspected within the planned inspection programme.

3.2.3 **Licensing Board**

Officers in the Food Safety and Standards Service will inspect licensed premises as agents of the Licensing Board which meets in January, March, June and October.

Inspections will be carried out for all new applications and renewals not inspected within the previous 12 months. Wherever practicable a programmed food hygiene/standards inspection will be combined with a licensing board inspection. During the licensing inspection other factors including standard of décor, wear and tear and obvious health and safety hazards will be dealt with.

Approximately 30 → 40 inspection reports are required for each Licensing Board as well as 15 → 20 additional reports on other applications including musical entertainment and children's certificate applications etc. Deferred Licensing Board meetings will also require additional inspection reports.

Licensing Board Members Visits

We will accompany Licensing Board members on special unannounced visits to licensed premises to give professional advice to the members on standards observed and to take account on contraventions found.

3.2.4 **New Licensed Premises**

We will visit all new licensed premises and existing licensed premises which have been altered to check that the premises comply with the Food Hygiene Regulations and when satisfied will issue a Food Hygiene Certificate in terms of Section 23 of the Licensing (Scotland) Act 1976, when required.

Based on last year's figures this will require approximately 20 inspections.

3.2.5 **Licensing Committee**

Various inspections will be carried out for the Licensing Committee, which meets monthly. Premises, food vehicles and events requiring licences will be assessed for compliance with food safety legislation.

3.2.6 **Farmers Market and Christmas Market**

We will continue to liaise and collaborate with the Economic Development Department on the staging of the Farmers and Christmas Markets in Dundee.

The Farmers Market is held eight times a year on Saturdays from March to October. Approximately 16 stalls selling food are anticipated per market and a representative number of food hygiene inspections are carried out throughout the year. Applicants are vetted to ensure they are registered with their Home Authority.

The Christmas market will take place over each of the two weekends prior to Christmas and all of the stalls which sell food will be inspected during that period.

3.2.7 **Premises registered by Scottish Commission of the Regulation of Care**

Reports will be provided on premises requiring to be registered by the Scottish Commission of the Regulation of Care.

When asked to comment on whether premises comply with food hygiene legislation reference is normally made to the last programmed inspection which was carried out, but there are occasions when officers carry out additional inspections or attend joint inspection visits with the Scottish Commission of Regulation of Care.

Consultation with the Authority are taking place on a Draft Nation Framework governing reporting relationships between the Care Commission, Local Authorities and other Public Services. A possible outcome of any agreement could be an increase in the amount and type of reporting.

Table 3**Likely inspection and report activities for licensing and special approvals
2002-2003 (Described in Tables A to F)****A – BUTCHERS LICENSING**

TOTAL NO. OF LICENCES IN PLACE AT APRIL 2001	ANTICIPATED APPLICATIONS AND LIKELY INSPECTION NUMBERS FOR NEXT LICENSING ROUND
39	39 (Plus Follow Up Inspections)

B – PRODUCT SPECIFIC

PRODUCT SPECIFIC REGULATIONS	TOTAL NO. OF PREMISES	INSPECTIONS PLANNED
Meat Products	8	8
Fish Products	4	4

C - LICENSING BOARD

	<u>TOTAL PREMISE S</u>
<u>Retail Premises</u>	
Supermarket	15
Grocers/Deli/Health Food	122
Off Licence	13
Hypermarket	6
Cash and Carry	4
TOTAL	160

D - LICENSING BOARD (continued)

	<u>TOTAL PREMISES</u>
<u>Catering Premises</u>	
Club (Proprietary)	12
Hotel/Inn	25
Pub	152
Nightclub	12
Take-away & Restaurant	13
Licensed Restaurant	47
Other Catering (Licensed)	2
Club (Social)	15
TOTAL	278
GRAND TOTAL	438

E - LICENSING COMMITTEE

TYPES OF LICENCE	TOTAL NO. OF PREMISES/EVENTS/VEHICLES	NUMBER OF REPORTS BASED ON RECENT INSPECTIONS
Late Hours Catering	80	80 reports plus any new applications
Street Traders	Approximately 22 licences currently held	All licences are due for renewal in May 2002
Public Entertainment	Approximately 10/15 new applications received per annum	Approximately 10/15 reports following inspection for any new application
Occasional Licences	Approximately 25/30 issued each year	Approximately 25/30 reports

F - LIKELY REPORTS TO SCOTTISH COMMISSION FOR THE REGULATION OF CARE 2002/2003

REGULATORY UNIT	NUMBER AND TYPE OF PREMISES	LIKELY NUMBER OF REPORTS REQUIRED
Scottish Commission for the Regulation of Care	18 Nursing Homes and Private Hospitals	18
Scottish Commission for the Regulation of Care	45 Residential Homes	45
Scottish Commission for the Regulation of Care	23 After School Groups	13
Scottish Commission for the Regulation of Care	16 Playgroups	16
Scottish Commission for the Regulation of Care	60 Nurseries	60
Scottish Commission for the Regulation of Care	7 Child & Family Centres	7
Client Monitoring Officer, Education Department, Dundee City Council	58 School Kitchens	Inspections under main food hygiene inspection programmes.

3.3 COMBINED INSPECTION POLICY

Wherever practicable programmed inspections will be combined.

For example food hygiene inspections will be combined with:-

- a food standards inspection;
- another visit for food hygiene purpose (eg. to investigate a complaint);
- licensing visits.

3.4 POLICY ON FOLLOW UP VISITS

3.4.1 General

In any programmed inspection if significant contraventions are found a further visit to check on compliance will be carried out.

3.4.2 **Licensing Inspections**

If any contraventions are found during the initial Licensing inspection these will be notified in writing to the applicant as soon as practicable. Only 1 revisit will be carried out for licensing purposes prior to the meeting of the Licensing Board. The contraventions remaining at the time of the revisit will be reported to the Licensing Board.

Where significant contraventions are identified the normal enforcement options eg. serving Minded to Notice, prosecution etc. will be followed. Additional powers are also available in the Licensing (Scotland) Act 1976 to call a special hearing which could result in suspension of the licence.

The Department may also object to an application by submitting a written report on the conditions found in the premises no less than ten days before the meeting of the Licensing Board. This course of action will be taken as well as, not instead of other enforcement options.

3.5 **HOME AUTHORITY PRINCIPLE**

The home authority principle governs the special relationship which a food authority has with food businesses having their headquarters in the authority's area or having a manufacturing base there. The home authority acts as a contact point for other local authorities wishing to discuss problems about the Company's products. On site investigations may be carried out and specialist advice given. Also under this principle a similar service is given to companies who have manufacturing plants in the area but their administrative headquarters elsewhere. Such authorities in the latter example are known as an "Originating Authority".

Dundee's Food Safety and Standards Service fully supports the Home Authority Principle in line with other food and trading standards services, central government, trade and industry associations, and consumer and professional regulatory bodies throughout the United Kingdom.

3.5.1 **Dundee as an Originating Authority**

For businesses manufacturing food in Dundee but with their headquarters elsewhere we will aim to prevent infringements by:-

- providing advice and guidance;
- assessing their food safety procedures and where appropriate liaising with the food authority in which their headquarters are located;
- providing assistance to other local authorities who are investigating foods manufactured in Dundee.

There are 19 food manufacturers in Dundee for which we act as an Originating Authority. Visits will be made in line with our risk based frequency programmes in the event of complaints about their products or services.

3.5.2 Dundee as an Enforcing Authority

As an enforcing authority we will adhere to this principle by:-

- liaising with the authority in which the decision making base is located or with the authority where the food was manufactured or both;
- taking account of advice given by such authorities when investigating complaints about food sold in Dundee.

3.6 **FOOD INSPECTION AND SAMPLING**

The sampling of foods for chemical analysis and microbiological examination will be used as a monitoring and investigative tool in food law enforcement in the City.

3.6.1 Basis of the Sampling Programme

The programme will be compiled in conjunction with the Public Analyst.

The content of the programme will be based on:-

- guidance issued by the Food Standards Agency;
- risk assessments made by us on food businesses in the City;
- requests to participate in special national projects by the Food Standards Agency, the Scottish Food Enforcement Liaison Committee, Local Authority Co-ordinating Body on Food and Trading Standards and the Public Health Laboratory Service;
- incidents requiring investigation.

3.6.2 Programme Content

The following sampling activities will take place in 2001-2002:-

- a) Monitoring food manufactured in the City through in plant sampling;
- b) Sampling of foods and ingredients during investigations into complaints about food manufactured in the City;
- c) Submitting for analysis to our Scientific Service section foods brought to us under complaint by consumers;
- d) Special investigations into particular food types distributed and sold in the City;
- e) Sampling foods where we suspect a serious contravention of food safety legislation or a risk to public health;
- f) Sampling of foods, swabbing of surfaces and other non-food sampling in the control and investigation of food borne illness outbreaks;
- g) Sampling of particular food in national, regional and local sampling projects;

3.6.3 **Planned Chemical Sampling Programmes for 2002-2003**

The planned sampling programmes for chemical analysis of foods for April – September 2002 is given in Appendix IV. A programme for the remaining year will be produced in October 2002 after a review of the first 6 months.

3.7 **FOOD COMPLAINTS**

3.7.1 **The Legal Food Safety Requirement**

Food complaints brought to us by the public will be promptly investigated where we suspect that the article of food does not meet the legal food safety requirement because it:

- has been rendered injurious to health;
- is so contaminated that it would be unreasonable to expect it to be consumed;
- is unfit for human consumption.

3.7.2 **Consumer Protection**

We will also investigate complaints where food has been sold to the prejudice of the consumer because we suspect:

- it is not of the nature, substance or quality demanded;
- it has been falsely or misleadingly described.

3.7.3 **The Investigation of Food Complaints**

Where necessary, we will submit the food article for analysis and examination to the Public Analyst/Food Examiner seeking his/her opinion on the condition of the food.

The aim of our investigation will be:

- tracing the source of the problem and assessing the degree of risk to public health;
- seeking a resolution of the problem through giving advice or by using enforcement action;
- identifying the level of compliance with food legislation and taking follow up action to raise standards.

3.7.4 **Foods bought outwith Dundee**

Where the food has been bought outwith Dundee but brought to us we will provide assistance to the consumer by taking the complaint in and liaising with the local authority in which the food was sold. If the food was sold in Dundee but made in another local authority's area we will liaise with that authority under the Home Authority principles.

3.7.5 **Informing Complainants**

If in the early stages of investigating a food complaint it becomes apparent that no offence has been committed or that further investigation is not appropriate, the complainant will be advised of this as soon as practicable. Where further investigations are merited, the complainer will be kept informed of the progress of the enquiry. In the year 2001/2002 121 food complaints were received.

3.8 COMPLAINTS ABOUT FOOD HYGIENE STANDARDS, NOISE FROM LICENSED PREMISES ETC.

3.8.1 General

A range of other complaints about food safety and standards are brought to our attention by the public, other agencies or the trade itself.

This information assists us greatly in our task of promoting high standards of food safety in the City.

All bona fide complaints brought to our attention will be given a 48 hour response time and promptly investigated.

3.8.2 Figures for 1999/2000

Table 4 summarises the types of complaints received using audited figures for 2001/2002.

COMPLAINT TYPE AND BRIEF DESCRIPTION	RECEIVED 2001/2002	AS % OF TOTAL COMPLAINTS (APPROX.)
Food Hygiene Complaints about condition and practices in food premises	161	62%
Licensed Premises Complaints about general condition in public houses etc	29	11%
Complaints about noise from musical entertainment in public houses etc	25	10%
Water Disconnection Notice from the Water Authority that a food premises supply is to be disconnected	Approx. 20	8%
Food Standards and Labelling Complaints about the presentation or description of foodstuffs on sale	23	9%
Noise about Street Traders Chimes	0	0

3.9 CONTROL AND INVESTIGATION OF OUTBREAKS AND FOOD RELATED INFECTIONS DISEASE

Foodborne disease continues to be a serious public health problem. It is therefore important that individual cases and outbreaks are systematically investigated so that causes of infections and vehicles of transmission are identified and appropriate control and preventative measures applied.

3.9.1 Defining an Outbreak

An outbreak may be defined as:

- two or more linked cases of the same illness, or
- where the number of cases exceed expected numbers.

However, the vast majority of confirmed cases of foodborne disease notified to us have no apparent single source connecting individual cases with others. A substantial number of foodborne infections are acquired outwith the country (eg. holidays abroad).

3.9.2 Information on individual cases and outbreaks

The primary source of information about confirmed case of foodborne disease is the Tayside Public Health Medicine Service (TPHMS) since they are first to receive confirmation that a suspected case is an actual case of foodborne illness.

Other occasional sources of information includes:

- Local General Practitioners;
- The Environmental Health electronic network linking all Environmental Health departments in the UK;
- Other Local Authorities;
- Food Standards Agency;
- Scottish Centre for Infection and Environmental Health (SCIEH);
- Individuals or groups in the public who claim to have symptoms of food borne illness.

3.9.3 Outbreaks in Dundee

Outbreaks in our area will be investigated and controlled in line with:

- the Scottish Executive's document "The Investigation and Control of Foodborne Disease in Scotland", and
- the Tayside Joint Infection Control Committee's "Communicable Disease Major Incident Plan"

We will do this through participating in the Outbreak Control Team which is convened by Tayside's Consultant in Public Health Medicine.

3.9.4 **Outbreaks originating outwith Dundee but affecting Dundee people**

We will co-operate with the Food Standards Agency, SCIEH and other local authorities in any outbreak originating outwith the City involving Dundee people.

Where another local authority requests assistance in the investigation and control of an outbreak in their area we will give as much assistance as possible.

3.9.5 **Investigation of Individual Cases**

Where individual confirmed cases of food poisoning are notified to us by TPHM we will investigate each case to establish whether it may be part of an emerging outbreak or linked to food sold within the City. The circumstances of each investigation will be reported back to TPHM.

Where we believe there may be a link to food premises within the city an investigation of the food safety practices will be carried out. If the case is linked to premises outwith Dundee we will contact the appropriate local authority.

Table 5 Food Poisoning Notifications 2001

Table 5 summarises the food poisoning notifications investigated in 2001.

Source of food poisoning	No.
Local/Elsewhere in UK	105
Abroad	10
Total	115

3.9.6 **Allegations of Food Poisoning**

Where allegations are received from an individual that they are suffering from symptoms of foodborne illness we will recommend that they seek medical advice.

If the subsequent medical diagnosis confirms that the person is suffering from food poisoning we will investigate in the usual way as described previously.

3.9.7 **Previous Incidents/Notifications**

Outbreaks

In 2002/2003 so far Outbreak Control Teams in Dundee were convened on three occasions to investigate suspected foodborne outbreaks.

3.10 FOOD SAFETY INCIDENTS

The quick and effective recall of foods which are believed to be contaminated is essential to safeguarding the public health.

Where a problem has occurred food is normally withdrawn through voluntary action of the food companies and often involves these companies working with central and local government.

Product recalls can arise from information gathered by the department during enforcement activities or on notification by another agency.

Potential problems will therefore be identified in a number of ways, such as:-

- following tests on the food by a food examiner or public analyst;
- as a result of complaints from the public;
- through notification from the food trade;
- on information from enforcement agencies in the UK or abroad;
- as a result of a notification from a General Practitioner or from a Consultant in Public Health Medicine.

3.10.1 **Food Safety Incidents originating in Dundee**

- a) On becoming aware of a potential problem or an actual food hazard we will first consider the need for immediate action eg. seizure and detention of food or emergency prohibition of a process or premises in order to protect the public health.

In doing so and before deciding on any further action the severity of the hazard and the extent of the risk to health will be assessed.

- b) A decision will then be taken on the likely scale, extent and severity of the risk to health and whether the problem constitutes:-
- i) an outbreak of foodborne illness;
 - ii) a food hazard;
 - iii) both an outbreak of foodborne illness and a food hazard;
 - iv) none of these.

During this process we will liaise with all the appropriate bodies eg. Food Standards Agency, the authority in which the food was produced or where the company has its headquarters, the Consultant in Public Health Medicine and other relevant experts.

c) The assessment will determine the action to be taken, as follows:-

- In the event of a localised incident where the food is not distributed beyond our boundary local procedures will be initiated commensurate with the risk of injury to health;
- In the event of a serious localised incident where the food does not go beyond the boundary any actions taken will be done in full consultation with the FSA; or
- Where there is a wider problem and the food is distributed outwith Dundee City control measures will be discussed with the Food Standards Agency who will be responsible for issuing a Food Hazard Warning to other authorities but we will remain responsible for any local action.

3.10.2 **Food Hazard Warnings issued by the Food Standards Agency**

Where we are issued with Food Hazard Warnings we will take action in line with the category of the warning issued by the Food Standards Agency and any instruction given by them as described below. Actions may include:-

- Alerting local media of the problem to support national publicity organised by the Food Standards Agency;
- Communicating with retailers and others likely to be involved in selling or distributing the product;
- Use of statutory powers to seize or detain the food and the enforcement of any Control Order issued by the appropriate minister;
- Assisting the trade in the voluntary surrender of food to the department;
- Monitoring voluntary product withdrawal by the trade;
- Checking premises for the presence of products at risk;
- Dealing with general enquiries from public and traders.

3.10.3 **Food Hazard Warnings 2001**

Table 6 describes the food hazard warnings handled in the calendar year 2001.

Cat A – For immediate action	1
Cat B – For information and suggested action	11
Cat C – For information and action as deemed necessary	3
Cat D – For information only – no action necessary	51
TOTAL	66

3.11 **ADVICE TO BUSINESS AND OTHER FOOD OPERATORS**

3.11.1 **General Policy**

We believe that prevention is better than cure and that our role therefore, involves actively working with all those engaged in food activities whether in the private, public or voluntary and community sector to advise and assist with compliance.

Proprietors will be encouraged to undertake the necessary food safety training and ensure that managers, supervisors and staff are given training, supervision and instruction commensurate with their food safety duties.

3.11.2 **Advisory Services 2001/2002**

Our advisory duties will include the activities described in the bullet points below and table 7.

- Advising large, medium and small food operations in the private, public and voluntary sector on the development of their HACCP and Hazard Analysis Systems.
- Giving specialist advice to Dundee Companies who have premises outwith Dundee or distribute foods outwith Dundee.
- Providing professional advice to internal (corporate) and external working parties and groups.
- Providing professional advice to other departments including Directors and specialist officers on food safety.
- Providing professional advice in the development of Council strategies on food safety and communicable disease including food borne illness.
- Promoting the Council's Infection Control Policy.
- Giving immediate advice over the telephone.

3.11.3 **Advisory Activities 2001/2002**

Table 7 summarises activities recorded for the year 2001/2002

ADVISORY SERVICE	SERVICE REQUESTS/ ACTIVITY 2001/2002
Advisory Visits/Meeting to proprietors/agents regarding new premises.	34
Advisory visits to existing premises at request of proprietors.	17
Property Enquiries – advice on outstanding works affecting properties changing hands.	
Unsound food notification from the food trade requesting the issue of Food Condemnation Certificates.	250
Providing guidance on food safety during statutory inspections.	11
	All inspections/visits contain an advisory element

3.12 LIAISON WITH OTHER ORGANISATIONS

3.12.1 External Liaisons

The department participates in a range of organisations to liaise on common food safety enforcement issues.

The following list describes each body with a short summary of its purpose.

- Liaison with other authorities:
 - Fife & Tayside Food Liaison Group
 - Medical/Veterinary Liaison Group
 - Scottish Food Enforcement Liaison Committee
 - Combined Scottish Flare User Group
- Formal liaison with public sector bodies and voluntary groups
 - Tayside Gastro Intestinal Liaison Group
 - Health Eating Choice Award Scheme
- Professional Body Working Groups:
 - REHIS Examination Board
 - REHIS Food Hygiene Working Group

3.12.2 Internal Liaisons

The Food Safety Service has a variety of links with other departments to promote and advise on the aims of food safety legislation.

These are outlined in the following list.

- Formalised Liaison with other services in Dundee City Council:
 - Chief Executive's Management Team
 - Corporate Control of Infection Working Group
 - Corporate Records Management Group
 - Emergency Planning Working Group
 - Customer Service Centre Sub-Group of the Information and Communications Technology Working Group
 - Support Services
 - Licensing Board
 - Licensing Committee
 - Legal Section
 - Planning & Transportation Department
 - Planning Applications
 - Building Warrant Applications
 - Leisure & Parks
 - Special events eg. Food Festival, Easter Fun Day etc.
 - Economic Development Department regarding Council premises
 - Education – Client Monitoring Reports
 - Tayside Contracts Meals Service Project
 - Scottish Food Surveillance System Co-ordinated by Scottish Centre for Infection and Environmental Health.

3.13 MAJOR FOOD SAFETY EDUCATION PROGRAMME

3.13.1 Free Courses

The department will continue its work with Dundee College in providing free food hygiene courses.

Started in late January 2002, free courses at the elementary and intermediate level have to date attracted over 1,000 candidates from food handlers working in the public, community/voluntary and private sector.

In the period between October 2002 – December 2002 the following will be made available free. A minimum of

284 places – Elementary Food Hygiene
56 places – Intermediate Food Hygiene
10 places – Diploma in Advanced Food Hygiene

3.13.2 Courses in ethnic languages

The partnership will endeavour to provide courses in ethnic languages. Three elementary courses using a Chinese Interpreter from the Council's Translation Service have already been arranged.

3.13.3 Linking with Food Provider

In addition the project is examining the demand for informal sessions where food operators/handlers would meet environmental health staff to exchange information on good practice.

3.13.4 A review of these arrangements will be made in December 2002 before deciding on further phases of the scheme.

3.14 HANDWASHING CAMPAIGN

Effective hand washing is central to food safety and is given high attention by officers during visits. The department has produced a poster describing the six steps to good handwashing which also includes instructions in six languages.

To date over 2,500 posters have been distributed.

In the forthcoming year we will continue to promote the handwashing message through a variety of methods.

4 RESOURCES

4.1 FINANCIAL ALLOCATION

The overall level of expenditure in providing the food service in Dundee is as follows:

Staffing	£351126
Other Non Fixed Costs	£27000
Sampling Budgets	£101300
Central Service/Admin Charges	£73,000
Total	£552426

Investment in IT and the provision made for legal action necessary as part of any enforcement action is met as part of the Central Service/Administration Charges.

4.2 STAFFING ALLOCATION

The staffing allocation on food law enforcement is as follows:

½ Principal Officer
 8½ Environmental Health Officers
 1 Food Safety Officer
 1 Administrative Assistant

With the agreement of the Food Standards Agency auditors a formula is used to give full time equivalent staffing levels (fte) to reflect the work carried out on purely food safety and standards activity. These figures do not include the Admin Assistant post.

At present the fte figure on the establishment is 7.6. However, one part-time postholder is on maternity leave and a previous full time postholder has returned to a part-time post after maternity leave.

4.3 STAFF DEVELOPMENT PLAN

4.3.1 Overall Approach

A system for staff development is in place. A training plan for 2002/2003 has been produced. This will be supplemented throughout the year by:

- Opportunities for individual study and learning;
- Assistance with Continuous Professional Development Schemes operated by professional bodies;
- Participation in internal and external accredited training courses.

4.3.2 Access to background information and research

Each officer is equipped with a personal computer linked to the world wide web and environmental health databases.

Electronic up to date reference databases are also available through CD Rom systems eg. Barbour. This also includes a legislative data base.

Sweet and Maxwell and Butterworth Food Law reference manuals are also available within the office.

Officers are encouraged to make full use of these facilities in their background research into food safety issues.

5 QUALITY ASSESSMENT

5.1 EXISTING MEASURES

A range of measures are in place to monitor and evaluate performance.

These include:-

- a) The Food Standards Agency (Scotland) Audit which is a comprehensive review of the Food Safety/Standards function measured against "The Standard" contained in the Framework Agreement on Local Authority Food Law Enforcement.
- b) Statutory Performance Indicators as determined by Audit Scotland.
- c) Best Value Reviews.
- d) Assessments under the Performance Management Planning Scheme.

The table below describes current performance quality assessment activity.

ASSESSMENT	CURRENT ACTIONS
<u>Food Standards Agency</u> <ul style="list-style-type: none"> • Dundee City Council Audit Report 23 and 24 October 2001 	No current actions (All corrective actions completed)
<ul style="list-style-type: none"> • Dundee City Council Audit Report 30 April and 1 May 2002 	Action plan agreed with Food Standards Agency. Further check by Food Standards Agency November 2002 on progress re <ul style="list-style-type: none"> • Production of Service Plan 2002/2003 • Monitoring of enforcement activities.
<ul style="list-style-type: none"> • Potential further audit by Food Standards Agency 2003/2004 	

ASSESSMENT	CURRENT ACTION
<u>Statutory Performance Indicator</u> 2002/2003	 See text of 2.4.2 of this plan.
<u>Corporate Key Performance Indicator</u> 2002/2003	 Results not available until 2003
<u>Best Value Review</u> Staffing level comparisons	 Draft report prepared for submission to Best Value Panel in October 2002.
<u>Performance Management and Planning Scheme</u> Full assessment results produced in 2001/2002	 Ongoing implementation of recommendations

6 REVIEW

6.1 REVIEW AGAINST THE SERVICE PLAN

In the forthcoming year our performance against this plan will be reviewed.

Inputs to this review will include:-

- a) the results of any of the quality assessments described in 5.1 and 5.2.
- b) the results of any internal or external audit.
- c) adjustments made to the plan 2002/2003 arising from loss of resources, staff or failure to fill vacancies.
- d) any adjustments made to the plan arising from resources spent on food safety emergencies and special investigations.

APPENDIX I

This appendix describes the links between the Service Plan key objectives and how these are addressed through the various programmes described in the plan.

Key Objective 1

Regulate food safety and food standards through a range of planned enforcement activities.

<u>Page</u>	<u>Para</u>	<u>Title</u>
11 – 12	3.1	Food Premises Inspections and Audits
12 – 17	3.2	Licensing and Special Approvals
17	3.3	Combined Inspection Policy
17	3.4	Policy on Follow-Up Visits
18 – 19	3.5	Home Authority Principle
19 – 20	3.6	Food Inspection and Sampling

Key Objective 2

Respond to, then seek to resolve food safety and food standards problems brought to our attention including outbreaks of food borne illness and food safety emergencies.

<u>Page</u>	<u>Para</u>	<u>Title</u>
20	3.7	Dealing with food complaints
21	3.8	Dealing with complaints about food premises, noise from licensed premises etc.
22 – 23	3.9	Control and investigation of outbreaks and food related infectious disease
24 – 25	3.10	Food Safety Warnings
25	3.11	Food Hazard Incidents

Key Objective 3

Provide food safety and food standards advice to all sections of the community and liaise with other bodies on food related matters.

<u>Page</u>	<u>Para</u>	<u>Title</u>
26	3.11.1	General Policy
26 – 27	3.11.2	Advisory Services
28	3.12	Liaison with other Organisations
29	3.13	Major Food Safety Education Programme
29	3.14	Handwashing Campaign

Key Objective 4

Develop and support staff in their duties.

<u>Page</u>	<u>Para</u>	<u>Title</u>
30 – 31	4.3	Staff Development Plan

Key Objective 5

Make efficient and effective use of our resources.

<u>Page</u>	<u>Para</u>	<u>Title</u>
30	4.1	Financial Allocation
30	4.2	Staffing Allocation
31 – 32	5	Quality Assessment
32	6.1	Review Against the Service Delivery Plan

APPENDIX II**Key Dundee Statistics are:-**

(The following figures are taken from the 1991 Census (unless otherwise stated) and take into account boundary changes. It should be noted that they only show an approximate account of the new authority).

a) Resident Population

Total	149,160	%
0-4	9,524	6.4%
5-15	19,513	13.1%
16-24	19,519	13.1%
25-44	41,681	27.9%
45-Ret	29,318	19.7%
Over-Ret	29,605	<u>19.8%</u>
		100%

b) Ethnic Population

	Number	%
White	145603	98
Black	237	0.1
Asian	256	0.2
Chinese	353	0.2
Indian	623	0.4
Pakistani	1270	0.8
Other	380	<u>0.3</u>
		100%

APPENDIX III**SECTION 40 OF THE FOOD SAFETY ACT 1990 - CODES OF PRACTICE**

Code of Practice No.

- 1 Responsibility for Enforcement of the Food Safety Act 1990
- 2 Legal matters
- 3 Inspection Procedures - General
- 4 Inspection, Detention and Seizure of Suspect Food
- 5 The Use of Improvement Notices (Revised No 2 Summer 1999)
- 6 Prohibition Procedures (Revised Summer 1999)
- 7 Sampling for Analysis or Examination (Revised October 2000)
- 8 Food Standards Inspections
- 9 Food Hygiene Inspections (Second Revision October 2000)
- 10 Enforcement of the Temperature Control Requirements of the Food Hygiene Regulations
- 11 Enforcement of the Food Premises (Registration) Regulations
- 12 Quick-Frozen Foodstuffs Division of Enforcement Responsibilities; Enforcement of Temperature Monitoring and Temperature Measurement
- 13 Enforcement of the Food Safety Act 1990 in Relation to Crown Premises
- 14 Enforcement of the Food Safety (Live Bivalve Molluscs & Other Shellfish) Regulations 1992
- 15 Enforcement of the Food Safety (Fishery Products) Regulations 1992
- 16 Enforcement of the Food Safety Act 1990 in Relation to the Food Hazard Warning System
- 17 Enforcement of the Meat Products (Hygiene) Regulations 1994 ("the Regulations")
- 18 Enforcement of the Dairy Products (Hygiene) Regulations 1995 and the Dairy Products (Hygiene) (Scotland) Regulations 1995 ("the Regulations")
- 19 Qualifications and Experience of Authorised Officers and Experts (Revised October 2000)
- 20 Exchange of Information between Member States of the EU on Routine Food Control Matters

APPENDIX IV

**CHEMICAL SAMPLING PROGRAMME
APRIL - SEPTEMBER 2002**

	Mince	Sausage	Meat Prod.	Fish/ F.Prod.	Grocery Ingred.	Fruit Veg.	Spirit Drinks		Special Surveys ie S.F.C.C. + L.G.	Manufacturers Producers	Contingency (Please Indicate).	Food Complaints	
													6 Mth Target
Total	12	12	60	6	12	6	36	=144	36 Samples	36 Samples		36 Samples	216

APPENDIX V**SPECIAL INVESTIGATIONS/INCIDENT APRIL 2002 – OCTOBER 2002**

This appendix describes the nature and approximate time spent on special investigations in the period April 2002 to October 2002. By definition these are often unpredictable events which, in the interests of public health, require the deployment of considerable resources over a short period of time. To that extent such events have to be considered different from the normal anticipated activity including planned programmed work (eg. inspections).

During such episodes planned work is temporarily de-prioritised with a consequent effect on performance indicators as described in the main text of the Service Plan at paragraph 2.4.2 (Potential Impacts on the Service).

APPENDIX V – TIME SPENT ON SPECIAL INVESTIGATIONS/INCIDENTS

DESCRIPTION	ACTUAL/POTENTIAL - HAZARD - POPULATION EXPOSED	CURRENT STATUS	APPROXIMATE OFFICER HOURS USED
<p>1 <u>Commencing March/April 2002</u></p> <p>Investigation and subsequent withdrawal of mouldy mass produced product identified in Dundee outlet. Co-ordination of product withdrawal through company HQ and Food Standards Agency.</p>	<p>Presence of mould in product.</p> <p>Withdrawal of batch from European Market.</p>	<p>Incident closed.</p>	<p>25</p>
<p>2 <u>Commencing April 2002</u></p> <p>Repeated complaints from UK Food Authorities about Dundee Company (urinous odour from product).</p>	<p>Unidentified spoilage organism contaminating product.</p> <p>Product distributed throughout UK – 70 million units nationally.</p>	<p>Enforcement strategy using regular sampling of product. When poor results obtained company required to carry out product withdrawal from market.</p>	<p>Over 120 hours plus ongoing involvement.</p>
<p>3 <u>Commencing April 2002</u></p> <p>Investigation into unsatisfactory microbiological sampling results from Dundee based wholesaler providing outlets throughout Scotland.</p> <p>Co-ordination of product withdrawal.</p>	<p>Micro-organisms capable of causing Listeria in the vulnerable found in sliced cooked meats.</p> <p>Customers of 54 outlets throughout Scotland.</p>	<p>Wholesalers no longer slices, packs and distributes this product.</p>	<p>40</p>

APPENDIX V – TIME SPENT ON SPECIAL INVESTIGATIONS/INCIDENTS

DESCRIPTION	ACTUAL/POTENTIAL - HAZARD - POPULATION EXPOSED	CURRENT STATUS	APPROXIMATE OFFICER HOURS USED
4 <u>Commencing April 2002</u> Various visits to sub-standard city centre public house. Preparation of case for Section 32 hearing and subsequent appeal.	Various hazards. Customers of pub.	Further legal action and appeals awaited.	Over 40
5 <u>Commencing April/May 2002</u> Report to Procurator Fiscal – Food Complaint	Foreign object in cooked meat. Supplier provides product to major retailer.	Report with Procurator Fiscal. Improvement sought in retailers purchasing/contract compliance arrangements.	80 hours
6 <u>Commencing May 2002</u> Investigation of enteric disease (possibly food borne) linked to carry out restaurant. Subsequent use of Emergency Prohibition Notice. Holding of full Outbreak Control meeting with whole team participating in the investigation.	Possible transmission by food of micro-organism capable of causing dysentery. Customers of restaurant with potential for secondary spread.	Conditions have improved and increased frequency of visits being carried out.	Over 50

APPENDIX V – TIME SPENT ON SPECIAL INVESTIGATIONS/INCIDENTS

DESCRIPTION	ACTUAL/POTENTIAL - HAZARD - POPULATION EXPOSED	CURRENT STATUS	APPROXIMATE OFFICER HOURS USED
<p>7 <u>Commencing May 2002</u></p> <p>Notification of unsatisfactory microbiological sampling results from sandwich fillings made by Dundee company with four outlets.</p> <p>Subsequent product withdrawal, investigation and monitoring. Possible report to Procurator Fiscal.</p>	<p>Sampling results indicate potential for the introduction and growth of harmful bacteria capable of causing food poisoning.</p> <p>Substantial number of customers particularly during lunchtime trade.</p>	<p>Enforcement action and monitoring ongoing.</p>	<p>Over 80 on initial investigation plus ongoing monitoring.</p>
<p>8 <u>Commencing late September 2002</u></p> <p>Outbreak of diarrhoea and vomiting in residents and staff of Nursing Home.</p> <p>Investigation into possible causes and whether these are linked to food. Participation in Outbreak Control Team.</p>	<p>Likely cause viral not associated with food.</p>	<p>Episode over.</p>	<p>20</p>
<p>9 <u>Commenting early October 2002</u></p> <p>Outbreak of diarrhoea and vomiting at residential home. Investigation into whether there was food link.</p>	<p>Likely cause not associated with food.</p>	<p>Episode over.</p>	<p>10</p>