

Food Standards Agency in Scotland

Focussed Audit of Local Authority Delivery of Official Controls on Milk and Dairy Products in Scotland, England and Wales

South Lanarkshire Council

20 - 23 October 2014

Foreword

Audits of Local Authorities food law enforcement services are part of the Food Standards Agency's arrangements to improve consumer protection and confidence in relation to food and feed. These arrangements recognise that the enforcement of UK food law relating to food safety, hygiene, composition, labelling, imported food and feeding stuffs is largely the responsibility of Local Authorities. These Local Authority regulatory functions are principally delivered through Environmental Health and Trading Standards Services. The Agency's website contains enforcement activity data for all UK local authorities and can be found at:

www.food.gov.uk/enforcement/auditandmonitoring

The attached audit report examines the Local Authority's Food Law Enforcement Service. The assessment includes the local arrangements in place for Officer training, competency and authorisation, inspections of food businesses and internal monitoring. The audit scope was detailed in the audit brief issued to all Local Authorities under reference ENF/S/14//026 on 22 August 2014. The main aim of the audit scheme is to maintain and improve consumer protection and confidence by ensuring that Local Authorities are providing an effective food law enforcement service. This audit was developed to gain assurance that Local Authority food hygiene law enforcement service systems and arrangements are effective in supporting approved dairy establishments food business compliance, and that local enforcement is managed and delivered effectively.

The Audit scheme also provides the opportunity to identify and disseminate good practice and provide information to inform Agency policy on food safety, standards and feeding stuffs. Parallel Local Authority audit schemes are implemented by the Agency's offices in all of the countries comprising the UK.

Specifically, this audit aimed to establish that:

- The organisation and management structure of the Local Authority is capable of delivering the requirements of the Food Law Code of Practice;
- Local Authority food business and enforcement records, including those in relation to food safety management systems based on HACCP principles, are sufficiently detailed, accurate, up to date and effectively managed;
- Internal Local Authority service monitoring arrangements and documented procedures are consistent, appropriate, effective and comply with internal policies and procedures, and that corrective actions are implemented to ensure that interventions are carried out competently;

Agency audits assess Local Authorities' conformance against the Food Law Enforcement Standard ("The Standard"), the 5th revision of which was published in April 2010 by the Agency as part of the Framework Agreement on Official Feed and Food Controls by Local Authorities and is available on the Agency's website at: **<http://www.food.gov.uk/multimedia/pdfs/enforcement/frameworkagreementno5.pdf>**

It should be acknowledged that there will be considerable diversity in the way and manner in which Local Authorities may provide their food enforcement services reflecting local needs and priorities.

For assistance, a glossary of technical terms used within this audit report can be found at Annexe C.

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1.0 Introduction

- 1.1 This report records the results of an audit at South Lanarkshire Council with regard to food hygiene enforcement, under relevant headings of The Standard in The Framework Agreement on Official Feed and Food Controls by Local Authorities. The audit focused on the Authority's arrangements for the management of approved milk and dairy establishment inspections, enforcement activities, internal monitoring and liaison. The report will be available on the Food Standards Scotland website after 27 April 2015.

Reason for the Audit

- 1.2 The power to set standards, monitor and audit Local Authority food law enforcement services was conferred on the Food Standards Agency by Section 12 the Food Standards Act 1999 and Regulation 7 of The Official Feed and Food Controls (Scotland) Regulations 2009. This audit of South Lanarkshire Council was undertaken under section 12(4) of the Act, and Regulation 7(4) of the Regulations as part of the Food Standards Agency in Scotland audit programme.
- 1.3 The last audit of South Lanarkshire Council's Food Service by the Agency was a desktop Food Standards audit and it took place in 2013. The previous audit to that was on Approved Establishments and was in 2009.

Scope of the Audit

- 1.4 The audit covered the Local Authority services for the delivery of official controls in relation to Regulation (EC) No 852/2004 on the hygiene of foodstuffs and Regulation (EC) No 853/2004 laying down specific hygiene rules for food of animal origin.

The aim is to gain assurance that controls are being effectively implemented in approved milk and dairy establishments and to monitor that the key recommendations made by the Food and Veterinary Office (FVO) following their audit of the UK controls relating to the safety of milk and dairy products in April 2013 are being complied with.

The following areas were included in particular:

- The Service Plan, associated reviews and management of variances;
- The provision and adequacy of Officer authorisation and training;
- The review of all documented policies and procedures for enforcement activities;
- The delivery of official control activities for the intervention programme associated with the Regulations;
- The maintenance and management of appropriate records in relation to enforcement activity at food businesses;
- Internal monitoring arrangements.
- Liaison arrangements

- 1.5 The audit examined South Lanarkshire Council's arrangements for official controls in relation to Regulation (EC) No 852/2004 on the Hygiene of Foodstuffs and Regulation (EC) No 853/2004 laying down specific hygiene rules for food of animal origin. The audit included verification visits to food businesses to assess the effectiveness of the official controls implemented by the Local Authority at the food business premises and, more specifically, the checks carried out by the Authority's Officers to verify Food Business Operator (FBO) compliance with legislative requirements. The scope of the audit also included an assessment of the Authority's overall organisation and management, and the internal monitoring of other related food hygiene law enforcement activities.
- 1.6 The audit examined key food hygiene law enforcement systems and arrangements to determine that they were effective in supporting business compliance, and that local enforcement was managed and delivered effectively. The on-site element of the audit took place at the Authority's offices at Montrose House, 154 Montrose Crescent, Hamilton, ML3 6LB.

Background

- 1.7 At South Lanarkshire Council, Environmental Health is part of Fleet & Environmental Services and has been structured as general teams since 2009. The Environmental Services Manager manages more than one team of Officers. Official controls at food businesses are delivered by 3 geographical based teams that in addition to food safety deliver the full range of Environmental Health statutory duties. The food sampling officer is based in a separate team with duties limited to collecting food samples and administration activities associated with food sampling.
- 1.8 There are 31 Officers employed in the field of Food Law Enforcement, with an approximate of 9.93 full-time equivalent (FTE) Officers on direct food law enforcement. All Officers are "generalist" in nature and while this has operational advantages for the authority it however makes compliance with the Food Law Code of Practice (Scotland) very challenging.
- 1.9 The Authority has 5 approved establishments for dairy products.

2.0 Executive Summary

- 2.1 The Authority has a Draft Service Action Plan for Environmental Services in place for 2014/2015 pending approval of the wider more Strategic Resources Plan. There is also an “Improve” Service Plan Performance Report. These collectively do not meet the requirements of the Service Plan Guidance in the Framework Agreement as previously notified following the last audit in May 2013.
- 2.2 The Authority has an outdated Enforcement Policy from 2005 that appears to be unapproved.
- 2.3 The competence of officers is stated as being subject to surveys and other market testing techniques which the auditors were informed have not taken place since 2009. Individual Performance Development and Review (PDR) meetings are documented and are being carried out annually.
- 2.4 A procedure for the authorisation of officers was available and appeared to be generally satisfactory in terms of the requirements of the Food Law Code of Practice (Scotland) (2014).
- 2.5 Where there is a change in the controlling mind of any approved establishment there has to be a renewal of the approval; at one premises there had been a change of Food Business Operator in 2012 that would have required such a re-approval.
- 2.6 Officers had undertaken further training; however there was little evidence of recent HACCP, related validation and verification or other dairy related specialist process training.
- 2.7 File checks of recent food interventions and the inspection records were found to be comprehensive and usually fully detailed. Some approved files contained a synopsis of the business, and where the layout of the premises was on file sometimes this lacked detail such as product flow and drainage details.
- 2.8 Aides memoire were being used but were inconsistently completed and the reports left or letters that were sent did not always give an indication of the timescales required to secure compliance. In some cases clarity between legal requirements and recommendations was not always clear.
- 2.9 Qualitative monitoring was not being completed as a result of the series of restructures and so was not as effective as previous onsite audits.

3.0 Audit Findings

3.1 Organisation and Management

Service Planning

- 3.1.1 The Authority has a Draft Service Action Plan for Environmental Services in place for 2014/2015 which list actions, measures/timescales, links and the responsible post. This remains draft pending approval of the wider more Strategic Resources Plan. There is also an “Improve” Service Plan Performance Report by quarter with Quarter 4 (Jan–Mar) 2013/14 documented. These collectively do not meet the requirements of the Service Plan Guidance in the Framework Agreement as previously notified in a draft Desktop audit report from May 2013.
- 3.1.2 The 2014/15 Community and Enterprise Resources’ Resources plan was endorsed by the Community Services Committee on 17 June 2014 and further referred to the Enterprise Services Committee for its consideration.
- 3.1.3 The Service Plan contained an action to “Provide a comprehensive business authorisation service to ensure businesses operate within the scope of their legal obligations”. This is particularly targeted at Approved EU food establishments.

Recommendation

3.1.4 The Authority should:

Draw up, document and implement a service delivery plan in accordance with the Service Planning Guidance in The Framework Agreement

[The Standard – 3.1]

Carry out a performance review at least once a year based on the service delivery plan, documented and submitted for approval to either the relevant member forum or, where approval and management of service delivery plans has been delegated to senior officers, to the relevant senior officer.

[The Standard – 3.2]

Enforcement Policy

- 3.1.5 The Authority has an Enforcement Policy from 2005 but was unable to confirm which committee approved it. The substantial change in legislation relevant to approved dairy premises in 2006 is not reflected in the policy, and as the European Communities Act 1972 affects notices made under the Food Hygiene (Scotland) Regulations 2006 then these would not be included under any unchanged policy.
- 3.1.6 In the Enforcement Policy of March 2005, the competence of officers is stated as being subject to surveys and other market testing techniques which the auditors were informed have not taken place since 2009. Performance Development and Review (PDR) meetings are documented and are being carried out annually. Under the Aims and Principles section of the policy it refers to quality standards being applied to monitor standards and effectiveness. The auditors were informed these had been discontinued when the authority dropped the ISO standard. Proactive monitoring has also been discontinued; however some reactive monitoring is still being carried out and is being recorded.

Documented Policies and Procedures

- 3.1.7 The authority has a set of work instructions, guidelines, policies and procedures. There have been no recent reviews of policies or procedures due to the reductions in management numbers and the time available to conduct or supervise the necessary reviews and updating of documents.

Recommendation

- 3.1.8 The Authority should:

ensure that all documented policies and procedures for each of the enforcement activities covered by this Standard are reviewed at regular intervals, and whenever there are changes to legislation or centrally issued guidance.

[The Standard – 4.1]

Authorisation and Training Files

- 3.1.9 The procedure for the authorisation of *officers* which had been very recently updated was presented on arrival for the audit. This document is satisfactory evidence that the requirements of the Food Law Code of Practice (Scotland) 2014 are being met. Prior to this the procedure for authorisation of officers had been dated 31 July 2001 and had been discussed on the previous two audits. The new documentation is based on a draft document on Corporate Governance – Scheme of Delegation, Community and Enterprise Resources from August 2012.

- 3.1.10 The Authority had developed a list of Authority and Appointed Officers which was generally satisfactory. With regard to other specific food Regulations made under the European Communities Act 1972, where appropriate, e.g. The Materials and Articles in Contact with Food Regulations 2012 relevant officers should be specially authorised for each of those Regulations. The documentation for the authorisation system used should be revised to comply with the Food Law Code of Practice.
- 3.1.11 Two officers warrant cards dated 2008 were checked and these appeared to be generally satisfactory.

Authorised Officers : Training

- 3.1.12 Both general and subject specific training had been undertaken by the Officers checked; however there was little evidence of recent HACCP or other specialist process training. No evidence was seen for the additional two day validation and verification course that the Agency has delivered to Local Authorities. It would be good practice to have all officers complete these courses as necessary as well as any other low cost training available from either the Agency or industry training associations.
- 3.1.13 The very specialist nature of the dairy industry files examined would necessitate that the Authorised Officers have advanced knowledge of those processes and procedures liable to be used or encountered during interventions or other official controls. Officers had not received specialist training in areas such as the inspection of specialist or complex dairy processes, and were to a great extent relying on the integrity of the FBO to ensure that suitable validation and verification was in place for the products being made.

3.2 Enforcement

Food Premises Inspections

Premises Files including Inspection Reports and Records

- 3.2.1 Auditors undertook five file checks of recent food interventions and the inspection records were found to be comprehensive and usually fully detailed. Some approved files contained a synopsis with a record of the size and scale of the business, others did not. The layout of the premises was also on file but sometimes this layout plan lacked detail such as product flow and drainage details.
- 3.2.2 In one premises there had been a change of Food Business Operator in 2012 whereby the sole trader had registered as an incorporated company and would have required a re-approval due to the change in management control. This requirement had been notified to all LAs by the following letters: <http://www.food.gov.uk/multimedia/pdfs/enforcement/enfs11013.pdf> and <http://www.food.gov.uk/multimedia/pdfs/enforcement/enfs12001.pdf>. The authority had not conducted a re-approval exercise for this establishment.

- 3.2.3 At another establishment the authority had been informed by the Agency in November 2012 that due to the change in proprietor the establishment required to be re-approved. Subsequent to this audit, the authority provided a copy of a letter to the Food Business Operator dated 29th May 2012 confirming the change and that the approval number had been retained unchanged.
- 3.2.4 A variety of aides memoire was used but were not always being completed, with some areas blank and others scored through with no explanation of what had or had not been reviewed. The reports left or letters that were sent did not always give an indication of the timescales required to secure compliance. In some cases clarity between legal requirements and recommendations was not always clear.
- 3.2.5 From the files examined, inspection frequencies were consistently in accordance with the Food Law Code of Practice. It was noted that inspection dates on documents in the file were not always entirely accurate. In one case the scoring and inspection frequency was not reflective of the vacuum packing being carried out.

Recommendation

3.2.6 The Authority should:

approve establishments in accordance with the relevant legislation, Codes of Practice and centrally issued guidance.

[The Standard – 7.2]

Verification Visits to Food Premises

- 3.2.7 An onsite verification visit was carried out to two premises, to assess the effectiveness of the officers' intervention. On both occasions there was no formal approval document from this authority since the premises had transferred to South Lanarkshire Council in 1996, from predecessor authorities via the Scottish Office when they had been re-issued with a new establishment number. The Agency had directed LAs not to re-approve at that time and the LA had not been minded to go through the process since then as there appeared to them to have been no significant changes in either business.
- 3.2.8 The visits were found to accurately reflect the contents of the files and it was clear that the Officers were aware of the structural requirements of premises, the pre-requisites for good hygiene and many details about the operation of the business as well as the authority's policies and procedures and the relevant legislation.
- 3.2.9 On the dairy verification visit the officer informed the auditors he had never seen the process in operation, having only inspected when production of pasteurised product had finished. A Food Authority's Intervention programme must provide for food establishments to be subject to intervention at times when they are

open for business, whether or not that coincides with the Food Authority's normal hours of work. Food establishments that operate at night, at weekends or in the early hours of the morning should be subject to interventions at these times. The approach to interventions out of hours should be documented in the Food Service Plan.

Recommendation

3.2.10 The Authority should:

ensure that food is inspected at all food establishments, in accordance with relevant legislation, Codes of Practice and centrally issued guidance, to ensure that food and feed meet legally prescribed standards.

[The Standard – 12.1]

- 3.2.11 On the cheese manufacturer verification visit, the Officer had been unaware that there was a vacuum packing machine involved in the packing area and the requirement for the FBO to notify the LA of sample failures for certain items.
- 3.2.12 A Pre-Visit Questionnaire had been issued by the Officer to the cheese manufacturer which would have substantially assisted in the official control visit and this is regarded as a good practice for this type of FBO.

Good Practice

The pre-visit questionnaire issued to gather information about the production processes is an initiative that suitably informs an effective inspection of a complicated and specialist process.

Notices and prosecutions

- 3.2.13 No Hygiene Improvement Notices (HINs) had been served on approved dairy establishments. However the procedure in the March 2008 Enforcement and Inspection guidelines requires modification to clarify the withdrawal and re-issue of a HIN on extension. The notice format was not examined during the onsite audit.
- 3.2.14 There were no Regulation 27 notices or Remedial Action Notices (RANs) to audit.

Seizure, Detention and Voluntary Surrender of Food

- 3.2.15 There were no activities in this area to audit.

Food Sampling

- 3.2.16 Sampling has been sporadic since 2012/13. The Authority are the only Authority in Scotland yet to use the UK Food Surveillance System (UKFSS) which is a national database for central storage of analytical results from feed and food samples taken by enforcement authorities as part of their official controls.
- 3.2.17 There was evidence of previous liaison with the public analyst laboratory.

3.3 Internal Monitoring

- 3.3.1 The procedure for planning, monitoring and review of services includes both quantity and quality of work but this was not being completed as a result of the series of restructures and so was not as effective as evidenced on the previous audit.
- 3.3.2 As a result of the way the service is structured there are many officers carrying out Official Controls who are reporting to a manager, or managers, who lack experience in the requirements of the Food Law Code of Practice and centrally issued guidance. Without competent supervision or qualitative monitoring there is the potential for non-compliance to be unregulated.
- 3.3.3 Quantitative monitoring checks are carried out by the production of monthly work programmes from the electronic database and are reported through the quarterly performance report.

Recommendation

- 3.3.4 The Authority should:

set up, maintain and implement documented internal monitoring procedures in accordance with Article 8 of Regulation (EC) 882/2004 (Official Feed and Food Controls), the relevant Codes of Practice and centrally issued guidance.

[The Standard – 19.1]

3.4 Liaison Arrangements

- 3.4.1 The authority regularly attends the West of Scotland Food Liaison Group.

3.5 General Observations

Currently the Environmental Services Food Safety team is demonstrating a willingness to follow the procedures required by the Framework Agreement but the resource in terms of dedicated Management i.e. the Lead Food Officer, who has responsibilities for the full range of Environmental Health functions and South Lanarkshire Council's Trading Standards functions appears to be insufficient to allow this to take place fully. As a result, performance monitoring in particular is proving difficult to maintain at the previous high level.

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ANNEXE A**Action Plan for South Lanarkshire Council**

Audit date: 20-23 October 2014

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
<p>The Authority should draw up, document and implement a service delivery plan in accordance with the Service Planning Guidance in The Framework Agreement</p> <p>and</p> <p>carry out a performance review at least once a year based on the service delivery plan, documented and submitted for approval to either the relevant member forum or, where approval and management of service delivery plans has been delegated to senior officers, to the relevant senior officer.</p> <p>[The Standard – 3.1 and 3.2]</p>	30 April 2015	Prepare a Framework Agreement compliant service delivery plan and present it along with a review of performance to the Head of Service on an annual basis.	
<p>The Authority should ensure that all documented policies and procedures for each of the enforcement activities covered by this Standard are reviewed at regular intervals, and whenever there are changes to legislation or centrally issued guidance.</p> <p>[The Standard – 4.1]</p>	<p>30 Sept 2015</p> <p>31 March 2015</p>	<p>Review and update existing documented policies and procedures.</p> <p>Review documented policies and procedures in the 4th quarter of each year to ensure they are still relevant for the following work programme year.</p>	

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
<p>The Authority should approve establishments in accordance with the relevant legislation, Codes of Practice and centrally issued guidance.</p> <p>[The Standard – 7.2]</p>	N/A	<p>Since April 2013 South Lanarkshire Council has approved 7 establishments in accordance with relevant legislation, Codes of Practice and centrally issued guidance. We will send an application form to the food business referred to in paragraph 3.2.2 in order that they can complete the necessary paperwork required. The return to a specialist service delivery model may prevent administrative errors. However, it should be noted that it is the food business operator's responsibility to advise the food authority of any change to their business.</p>	
<p>The Authority should ensure that food is inspected at all food establishments, in accordance with relevant legislation, Codes of Practice and centrally issued guidance, to ensure that food and feed meet legally prescribed standards.</p> <p>[The Standard – 12.1]</p>	30 June 2015	<p>The Service plans to consider a specialist service delivery model to ensure official controls are delivered in accordance with relevant legislation, Codes of Practice and centrally issued guidance.</p>	<p>A staff survey has been conducted on possible changes to the operational structure. Discussions have also taken place with personnel colleagues to consider a specialist operating model.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
<p>The Authority should set up, maintain and implement documented internal monitoring procedures in accordance with Article 8 of Regulation (EC) 882/2004 (Official Feed and Food Controls), the relevant Codes of Practice and centrally issued guidance.</p> <p>[The Standard – 19.1]</p>	30 Sept 2015	The Service plans to consider a specialist service delivery model with an increased capacity to recommence internal monitoring arrangements.	

ANNEXE B

(1) Examination of Local Authority policies and procedures

The following Local Authority policies, procedures and linked documents were examined before and during the audit:

- Community Service Committee minutes of 17 June 2014
- Draft Fleet and Environmental Services Service Action Plan 2014-2015
- Fleet and Environmental “improve” Service Plan Performance plan Performance Report Quarter 4 (Jan-Mar) 2013/14
- Risk and Audit Scrutiny Forum 26 November 2013 report from Audit Scotland “Protecting Consumers”
- Community Services Committee 4 February 2014 report on “Response to a FSA consultation on a proposed regulation of the European parliament on Official Controls and other Official activities”
- Procedure for the Authorisation of Officers, ref ES/QA/13 of 31 July 2001
- Procedure for Authorisation of Officers ref ES/QA/13 of 16 October 2014
- Memo subject “Corporate Governance – Scheme of delegation” 01 October 2012, including a Draft copy of Scheme of Delegation August 2012
- Authorisation documents from 2013 and 2014
- List of Authority and Appointed Officers October 2014
- Certificate of Authority and Appointment October 2014
- Officer Identification cards from 2008
- Procedure for Planning, Monitoring & Review of Services, ref ES/QA/01 of 8 January 2007
- Work instruction for Consumer Complaints & Food incidents, ref ES/QA/WI/07 of 28 March 2008
- Work Instructions for Maintenance of Database records, ref ES/QA/WI/15 of 19 May 2008
- Community Resources, Environmental & Strategic Services Food Safety “Enforcement & Inspection Guidelines” of March 2008 Revision 4
- Community Resources Environmental Health Enforcement Guidelines Food Safety of March 2005, revision 3
- Community Resources, Environmental & Strategic Services Enforcement Policy March 2005
- West of Scotland Food Liaison Group minutes
- Premises Inspection form (Nov 2012)
- Premises Continuation sheet (July 2011)

(2) Officer interviews

The following Officers were interviewed:

- Audit Liaison Officer
- Authorised Officers who carried out the most recent inspection at the two premises selected for verification visits.

Opinions and views raised during Officer Interviews remain confidential and are not referred to directly within the report.

(3) On-site verification visits

Verification visits were made with the Authority's Officers to two local food businesses. The purpose of the visit was to verify the outcome of the last inspection carried out by the Local Authority and to assess the extent to which enforcement activities and decisions met the requirements of relevant legislation, the Food Law Code of Practice (Scotland) and other official guidance, having particular specific regard to Local Authority checks on FBO compliance with Regulations (EC) No 852/2004 and 853/2004.

ANNEXE C

Glossary

Audit	Audit means a systematic and independent examination to determine whether activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.
Authorised Officer	A suitably qualified Officer who is authorised by the Local Authority to act on its behalf in, for example, the enforcement of legislation.
Food Law Code of Practice (Scotland)	Government Code of Practice issued under Section 40 of the Food Safety Act 1990, Regulation 24 of the Food Hygiene (Scotland) Regulations 2006 and Regulation 6 of the Official Feed and Food Controls (Scotland) Regulations 2009, as guidance to Local Authorities on the enforcement of food legislation.
Food hygiene	The legal requirements covering the safety and wholesomeness of food.
Food Standards Agency	<p>The Food Standards Agency is an independent Government department set up by an Act of Parliament in 2000 to protect the public's health and consumer interests in relation to food.</p> <p>Everything we do reflects our vision of Safe Food and Healthy Eating for all.</p>
Framework Agreement	<p>The Framework Agreement consists of:</p> <ul style="list-style-type: none">• Chapter One Service Planning Guidance• Chapter Two The Standard• Chapter Three Monitoring of Local Authorities• Chapter Four Audit Scheme for Local Authorities <p>The Standard sets out the Agency's expectations on the planning and delivery of food law enforcement.</p> <p>The Monitoring Scheme requires Local Authorities to submit an annual return to the Agency on their food enforcement activities i.e. numbers of inspections, samples and prosecutions.</p> <p>Under the Audit Scheme the Food Standards Agency will be conducting audits of the food law enforcement services of Local Authorities against the criteria set out in The Standard.</p>

Full Time Equivalents (FTE)	A figure which represents that part of an individual Officer's time available to a particular role or set of duties. It reflects the fact that individuals may work part-time, or may have other responsibilities within the organisation not related to food enforcement.
HACCP / FSMS	Hazard Analysis and Critical Control Point – a food safety management system (FSMS) used within food businesses to identify points in the production process where it is critical for food safety that the control measure is carried out correctly, thereby eliminating or reducing the hazard to a safe level.
Inspection	The examination of any aspect of feed, food, animal health and animal welfare in order to verify that such aspect(s) comply with the legal requirements of feed and food law and animal health and animal welfare rules;
Member forum	A local authority forum at which Council Members discuss and make decisions on food law enforcement services.
Official control	Any form of control that the competent authority or the Community performs for the verification of compliance with feed and food law, animal health and animal welfare rules;
Service Plan	A document produced by a Local Authority setting out their plans on providing and delivering a food service to the local community.
Verification	Checking, by examination and the consideration of objective evidence, whether specified requirements have been fulfilled;