



EAST DUNBARTONSHIRE COUNCIL COMMUNITY SERVICES

ENVIRONMENTAL HEALTH - FOOD SERVICE PLAN 2025 - 2026

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SECTION 1 - INTRODUCTION

East Dunbartonshire Council is required to prepare an annual food law service plan in line with Food Standards Scotland's (FSS) Food Law Code of Practice issued under section 40 of the **Food Safety Act 1990**.

This service plan sets out how East Dunbartonshire Council intends to deliver official food controls in 2025-26. The Environmental Health Team are responsible for the delivery of the statutory food service, which is part of Community Protection within the Community Services directorate.

The Food Service Plan must:

1. Set out the arrangements to deliver official food controls,
2. Ensure that it is adequately resourced and,
3. Has been subject to approval through local governance committees.

The Food Service Plan and its delivery is key to ensuring the protection and promotion of public health in East Dunbartonshire.

SECTION 2 - SERVICE AIMS AND OBJECTIVES

2.1 Service aims and objectives

East Dunbartonshire Council's Environmental Health Service is committed to its role in protecting the health and well-being of the public, and as a statutory Food Authority will seek to ensure that food and drink intended for human consumption which is produced, stored, distributed, handled or consumed within East Dunbartonshire, is supplied without risk to the health or safety of the consumer.

East Dunbartonshire Council's Environmental Health Service will, in addition to carrying out its statutory enforcement role, work to support all food businesses through a partnership approach including the provision of advice and guidance.

In relation to its role as a Food Authority, the aims, and objectives of the Environmental Health Team for the year 2025-26 are summarised as follows: -

- | |
|---|
| <ol style="list-style-type: none">1. Undertake a risk-based food law inspection programme for food businesses within the locality of East Dunbartonshire in line with the Food Law Code of Practice, Practice Guidance (Scotland) and Interventions Code of Practice.2. To undertake a risk-based sampling programme for food businesses within East Dunbartonshire and act as required to protect public health.3. To respond to cases of food poisoning and food borne illness including allergenic reactions, advising on appropriate control measures and taking appropriate follow-up action to protect public health.4. To respond to complaints, allegations and requests for service in a risk-based manner, utilising existing and emerging intelligence to determine appropriate follow up action. |
|---|

5. To respond to Food Alerts for Action notified by Food Standards Scotland (FSS) where relevant.
6. To provide clear information, guidance and advice to help food business operators meet their legal responsibilities and requirements.
7. To provide a consistent approach to the interpretation, implementation and enforcement of legislation and guidance.
8. To continue supporting the delivery of the national Food Hygiene Information Scheme (FHIS) by issuing ratings post-intervention to local businesses who fall within its scope.
9. To liaise with internal partner groups and external agencies to achieve consistency of approach and establish best practice with our partner groups. The Service is committed to supporting the aims of the FSS Food Crime Unit and aiding with joint projects and sharing intelligence where possible to detect and prevent food fraud and criminality.
10. To act as Home Authority and/or Originating Authority for food manufacturers within East Dunbartonshire providing support to businesses on technical/legal matters and assisting other Councils in their role as Enforcing Authorities.
11. To support the development of the FSS Scottish National Database of food premises to ensure accuracy and enhanced functionality.
12. To ensure all staff involved in the delivery of the food service are suitably qualified and competent to enable them to undertake their work, providing the necessary equipment and facilities to do so.

2.2 Links to Corporate Objectives and Plans

The Food Service Plan is a key component of the Business and Improvement Plan 2024-27 for Community Services, which is the main service plan covering the functions and objectives of the Community Protection Service. The Business and Improvement Plan for Community Services is monitored by the Council's Place, Neighbourhood and Corporate Assets Committee.

The Food Service Plan has also been developed against the Council's wider corporate framework. It therefore supports delivery of the East Dunbartonshire Local Outcomes Improvement Plan 2017-2027. Delivery of the Local Outcomes Improvement Plan is monitored by the Community Planning Partnership Board.

SECTION 3 – LOCAL AUTHORITY PROFILE

3.1 Area profile

East Dunbartonshire lies to the north of Glasgow city and is bounded by the Campsie Fells and Kilpatrick Hills. East Dunbartonshire's main settlements are Bearsden,

Milngavie, Lenzie, Kirkintilloch and Bishopbriggs. It also has a number of small rural villages including Twechar, Milton of Campsie, Lennoxton, Torrance and Balmore. It covers an area of 67 square miles and has a population of approximately 109,000.

The Forth and Clyde Canal crosses the area and has been redeveloped to provide leisure opportunities and local employment. Scotland's best-known long-distance footpath, the West Highland Way begins in Milngavie before traversing through Mugdock Country Park and the Campsie Fells and is used by many for outdoor recreation and hill walking.

The food sector is a key employer within the district with nearly 800 registered businesses. Agriculture is also a significant area of the economy and there are approximately 50 agricultural premises including 5 Dairy Production Holdings.

3.2. Organisational Structure

Community Protection is a service within the Community Services grouping of East Dunbartonshire Council. Community Protection is made up of the Community Safety, Environmental Health, Trading Standards & Licensing teams. Community Protection is engaged in a co-production arrangement with Police Scotland.

The Public Analyst and Food Examiner Service is provided by Glasgow Scientific Services. Clinical Specimen Analysis is undertaken by laboratory services provided by NHS Greater Glasgow & Clyde Health Board. Specialist services in respect of food law enforcement and associated technical support is obtained from Food Standards Scotland.

Legislation underpinning Official Food Controls is enforced by the Environmental Health Team within Community Services under direction from the Team Leader (Lead Food Officer) in Environmental Health.

A service structure is shown in **Appendix 1**.

SECTION 4 – SCOPE OF THE FOOD SERVICE

4.1 Scope of the Food Service

The Environmental Health Team is responsible for the following functions:

- Food premises inspections
- Enforcement of statutory standards, which may include the following: -
 - * Issuing inspection reports
 - * Issuing Hygiene Improvement Notices / Improvement Notices
 - * Issuing written warnings
 - * Issuing Remedial Action Notices
 - * Emergency and voluntary closure of premises
 - * Voluntary surrender, detention and seizure of foodstuffs
 - * Suspension/revocation of approvals
 - * Reporting to the Procurator Fiscal
- Food complaints
- Investigation and control of cases of food poisoning
- Food inspection and sampling

- Imported food surveillance and inspection
- Registration of food premises
- Approval of premises manufacturing products of animal origin
- Liaison with other partners, internal and external
- Food safety promotion and education
- Home Authority partnerships
- Food Alerts, product recall, product withdrawal and allergy alerts
- Control and investigation of Food Safety Incidents
- Advice to businesses

4.2 Scope of wider duties in Environmental Health

In addition to food safety responsibilities, the officers are also responsible for the following areas of work:

- Public health communicable disease investigations
- Development Planning consultations (proposed new food premises)
- Licensing consultations and inspections (Public Entertainment, Market Operators, Mobile Street Traders, Late Hours Catering).
- Health & Safety at Work etc. Act 1974 enforcement including health and safety interventions, responding to complaints and requests for advice and accident investigations
- Licensing inspections of skin piercers, tattooists' and sunbed operators.

As well as business regulation activities, Environmental Health are responsible for the following other areas of work the council delivers on:

- Local Air Quality Monitoring
- Investigation of noise, smoke, light, odour, waste complaints which may be prejudicial to health or a nuisance
- Development planning consultations (environmental protection)
- Contaminated Land
- Water quality (private supplies, swimming pools, recreational waters)
- Private sector housing defects presenting a risk to health
- Abandoned vehicles
- Licensing and inspection of animal welfare premises (horse riding stables, kennels, catteries, pet shops, breeders)
- Caravan site licensing

The Service consequently endeavours, whenever possible, to combine activities within the same premises to make effective use of resources and minimise disruption to businesses, as well as conform to the [Regulators' Strategic Code of Practice](#).

SECTION 5 - DEMANDS ON THE FOOD SERVICE

As of April 2025, there are **797** registered food premises. This is an increase on the previous year's figure. The food premises profile type is as follows:

Caring Premises	155
Distributors/Transporters	4
Hotels	4
Manufacturers & Packers	16
Mobile Food Units	10
Primary Producers	45
Pubs/Clubs	50
Restaurants & Caterers	224
Retailers	113
Schools	47
Supermarkets	34
Takeaways	95

Of these premises the breakdown of registrations/approvals/licences are as follows:

Approved Premises Meat Products	1
Approved rewrapping and repackaging establishment	1
Registered Production Holdings	5
FSS Approved Establishments subject to local authority food standards interventions	1

Typically, most premises in East Dunbartonshire are smaller businesses trading locally. However, many of these premises trade out with the local area and the Authority where appropriate acts as "Home" and/or "Originating" Authority.

The profile of businesses for which East Dunbartonshire act as Home Authority/Originating Authority includes:

- One wholesale bakery
- One bottled water producer
- One ice cream manufacturer
- One catering butcher
- One approved meat products manufacturer
- One approved rewrapping and repackaging establishment
- One condiment and chocolate manufacturer
- One FSS-approved cutting plant for food standards enforcement

East Dunbartonshire does not have a border inspection post and does not have any enhanced remote transit sheds within the area. The Service is committed to the role played in imported food controls however and will ensure that as an inland

Authority, imported food will be subject to routine inspection and sampling and will assist FSS and other Authorities in the control of such foods.

Within the Authority, there are a limited number of food businesses where the main language is not English. The Service strives to provide all help and assistance to food business operators who have additional language needs and provide a variety of information leaflets in languages other than English and has access to interpreting services.

SECTION 6 - SERVICE DELIVERY POINTS

Environmental Health and the other Community Protection teams operate from 45 Southbank Drive, Kirkintilloch, G66 1XR. The Service is available Monday to Friday 9.00am to 5.00pm.

A Council emergency out of hours service (Tel. No. 0300 123 4510) is based at Broomhill Industrial Estate, Kilsyth Road, Kirkintilloch and provides a response when the offices are not open via contacting a pool of officers by telephone in the event of an emergency situation arising.

Access to services for members of the public and businesses is available via the Council's website, e-mail, telephone and through local Council Hubs.

SECTION 7 - FOOD ENFORCEMENT POLICY

The Authority has a documented Food Enforcement Policy for Food Safety which was amended and reapproved by committee in December 2019. This was revised in 2024-25 and is available on the council website, <https://www.eastdunbarton.gov.uk/residents/environmental-health-residents/food-safety>

The principle underpinning this policy is foremost the protection of the public through enforcement action proportionate to the assessment of risk to public health.

The Council as a food law enforcement service is committed to observing the Scottish Regulators Strategic Code of Practice. The service will adopt a positive enabling approach in pursuing outcomes that contribute to sustainable economic growth. Relevant community and business factors will be considered in decision making processes and when taking steps to protect public health.

The Service will target action where it is needed based on risk assessment and the evidence base and will encourage dialogue with the individuals and businesses we regulate. The enforcement policy will be tailored to the sectors involved and a graduated enforcement approach will be adopted based on current levels of compliance and willingness to comply.

The Service is committed to the principles of good enforcement practice by being open, helpful, proportionate and consistent. The Service also fosters a culture of continuous improvement in regulatory practice based on the principles of better regulation.

SECTION 8 - PREMISES SUBJECT TO OFFICIAL FOOD CONTROLS

8.1 Food Law Rating System

From April 2025 a planned inspection programme for food shall be produced on a quarterly basis, with monthly reviews. The inspection programme is determined by risk assessment, in accordance with the Food Law Rating System detailed in the Interventions Food Law Code of Practice (Scotland). This risk rating is allocated to each food business by the officer following inspection which then sets the date of the next inspection.

The scheme puts a very strong emphasis on dealing intensively with poorly performing high risk food businesses and conversely spending less resource on better performing lower risk premises.

The rating system has three groups of businesses to be allocated. These groups are:

Group 1:	Generally, the highest risk food businesses such as manufacturers, caterers who undertake complex food processes, exporters, processors, food brokers.
Group 2:	Generally medium risk businesses such as caterers, retailers handling open high-risk foods and lower risk manufacturers, importers and wholesalers.
Group 3:	Lower risk premises such as Public Houses with no food catering, Bed and Breakfasts, Supported Living Businesses, Child minders.

Within the groups, a food business will be risk assessed and this score will place them within a band ranging from A to E, with 'A' being the better performing businesses, to 'E' the poorest levels of compliance.

The FLRS inspection frequencies are shown below along with the intervention type required and current totals of businesses in these groupings.

Group 1	Inspection Frequency	Intervention Type	Current number of premises registered	Number due for inspection in 2025-26
1A	Every 18 months	Inspection, partial inspection or audit	4	0
1B	Every 12 months	Inspection, partial inspection or audit	6	6
1C	Every 6 months	Inspection, partial inspection or audit	2	2
1D	Every 3 months	Inspection, partial inspection or audit	0	0
1E	Intensive intervention within 1 month	Intensive intervention; Inspection, partial inspection or audit	0	0

Group 2	Inspection Frequency	Intervention Type	Current number of premises registered	Number due for inspection in 2025-26
2A	Every 24 months	Inspection, partial inspection or audit	80	6
2B	Every 18 months	Inspection, partial inspection or audit	219	151
2C	Every 12 months	Inspection, partial inspection or audit	73	73
2D	Every 3 months	Inspection, partial inspection or audit	15	15
2E	Intensive intervention within 1 month	Intensive intervention; Inspection, partial inspection or audit	2	2

Group 3	Inspection Frequency	Intervention Type	Current number of premises registered	Number due for inspection in 2025-26
3A	Every 60 Months or no proactive intervention	Alternative Enforcement Strategy	109	9
3B	Every 36 months	Inspection, partial inspection or audit	196	82
3C	Every 24 months	Inspection, partial inspection or audit	14	7
3D	Every 3 months	Inspection, partial inspection or audit	0	0
3E	Intensive intervention within 1 month	Intensive intervention; Inspection, partial inspection or audit	1	1

The total number of programmed FLRS interventions for the year is **361**.

With the introduction of three-monthly and monthly interventions under the Food Law Rating System the yearly plan is dynamic and therefore the Food Service Plan will contain a less accurate account of the numbers of food safety interventions that will be undertaken throughout the year.

8.2 Revisit inspections

As mentioned above, the programmed inspections under the Food Law Rating System inevitably require to be revisited to ensure that compliance with legislation has been improved following issues identified on an initial visit.

In previous years, revisits have accounted for approximately 23% more visits requiring to be undertaken to those on the programmed list, therefore the **true number of inspections and revisits under FLRS is closer to 444** which is a significant resource demand.

8.3 Food Businesses subject to the Food Law Rating Scheme which are overdue or awaiting inspection

There are new businesses opening continually as well as some that are overdue for inspection. In East Dunbartonshire the number of businesses that are overdue or yet to be inspected is as follows,

Business grouping (projected)	Number overdue or awaiting inspections
Group 1	0
Group 2	12
Group 3	11
TOTAL	23

8.4 Food Premises for inspection not under the Food Law Rating System

FLRS does not apply to Primary Production businesses such as farms or honey producers. Those premises when food production such as dairy holdings are still inspected using the Food Hygiene and Food Standards intervention systems which previously captured all food businesses. Their inspection frequency, type and current numbers are displayed below.

Food Hygiene

Score	Inspection Frequency	Intervention Type	Current number of premises registered	Number due for inspection in 2025-26
A	Every 6 months	Inspection, partial inspection or audit	0	0
B	Every 12 months	Inspection, partial inspection or audit	0	0
C	Every 18 months	Inspection, partial inspection or audit	0	0
D	Every 24 months	Inspection, partial inspection or audit	5	5
E	Every 36 months or an Alternative Enforcement Strategy	Inspection, partial inspection or audit	0	0

Food Standards

Score	Inspection Frequency	Intervention Type	Current number of premises registered	Number due for inspection in 2025-26
A	Every 12 months	Inspection, partial inspection or audit	0	0
B	Every 24 months	Inspection, partial inspection or audit	0	0
C	Every 60 months or Alternative Enforcement Strategy	Inspection, partial inspection or audit	0	0

SECTION 9 - PREMISES INVOLVED IN THE MANUFACTURE AND/OR SUPPLY OF PRODUCTS OF ANIMAL ORIGIN - APPROVED PREMISES REGULATION (EC) 853/2004

Responsibility for the approval and enforcement in establishments approved under Regulation (EC) 853/2004 in Scotland is specified within the Food Hygiene (Scotland) Regulations 2006 (as amended). In general terms, Food/Local Authorities are responsible for all food establishments except those where an Official Veterinarian is required i.e. slaughterhouses, game handling establishments and cutting plants which fall to Food Standards Scotland (FSS).

For businesses, compliance with the relevant requirements of Regulation (EC) 853/2004 is required in addition to full compliance with Regulation (EC) 852/2004. Establishments that require approval must be approved prior to commencing activities or operating in a manner that requires approval. Environmental Health are responsible for deciding on applications for approval.

There are two local businesses currently registered as approved under Regulation (EC) 853/2004.

	Establishment scope	Activities
1	Manufacturing	Manufacturer of a range of meat products under own brand and supplier specifications
2	Rewrapping/repackaging	Rewrap and repackaging of chickens for caterers

Adequate resource must also be provided for official controls within approved food premises.

SECTION 10 - INSPECTIONS REQUIRED OUTWITH THE PLANNED INSPECTION PROGRAMME

The service also requires carrying out inspections of new food businesses commencing trade. The team intends to respond to all food businesses who register with the Authority within 28 days. Based on previous year's data it is anticipated that approximately **50-60 new food businesses will register** with the Authority and will be subject to a food safety intervention.

Supplementary officer guidance has been created with regard to dealing with new business registrations and the selection of businesses appointed a Group 3A status with no proactive intervention due to their perceived very low risk.

SECTION 11 – ANTICIPATED IMPACTS ON SERVICE DELIVERY

The service saw an experienced Environmental Health Officer specialising in food safety retire in August 2024 and another EHO is due to retire in July 2025. Recruitment is planned for one position in May 2025.

In order to deliver the range of services required and protect public health, the service will require to focus official controls on the highest risk premises with all premises subject to intervention within required timescales once full resource is restored.

Further details on required resource can be found in Sections 23 and 24.

SECTION 12 - INSPECTION OF FOOD BUSINESSES OUT OF HOURS

As part of East Dunbartonshire's inspection programme food businesses will normally be inspected when they are open for business. Inspections may be required for particular businesses that operate out with the authority's core business hours. In such circumstances resources will be made available to enable inspections to be undertaken out of hours.

It is also desirable to carry out inspections out of hours for businesses that operate during the day but also operate at night, at weekends or in the early hours. The extent to which such inspections are carried out will be determined by the level of resources that are available to the service.

SECTION 13 - FOOD COMPLAINTS

East Dunbartonshire has documented Enforcement Policy for Food Safety and a Procedure for Food Complaints, the former approved by the Council Committee. The policy states that all food complaints referred to Environmental Health will be investigated in a fair and consistent manner and that the over-riding aim should be the protection of health and consumer interests. Accordingly, all food complaints referred to this Service are investigated with the following aims:

- Resolve problems which may pose a risk to public health and/or compliance with food standards and labelling requirements
- Provide a service to the complainant
- Fulfil the Council's duty of enforcement
- Prevent future complaints

The Service receives varying numbers and types of food complaints from both members of the public and other enforcement authorities regarding local premises.

Based on previous years it is estimated that in the region of **55 – 65 complaints will be received in 2025-26**. The number of food complaint samples submitted for analysis/examination varies depending on the type and nature of complaints received.

SECTION 14 - INVESTIGATION AND CONTROL OF OUTBREAKS OF FOOD POISONING

The Service liaises closely with the Public Health Protection Unit at NHS Greater Glasgow & Clyde Health Board, and in particular with Consultants in Public Health Medicine in relation to outbreaks and the routine investigation of infectious disease.

In the event of an outbreak of food poisoning, the documented procedure on investigations of outbreaks of food poisoning will be followed until such times as the NHS Greater Glasgow & Clyde Outbreak and Incident Management Plan is initiated.

It is the policy of Environmental Health that all notified cases of food poisoning/infectious diseases are investigated with the findings being reported to the Health Board. Notified cases of food poisoning are investigated within 24-48 hours by officers within Environmental Health applying a documented procedure on Infectious Disease Investigation, and in accordance with Food standard Scotland's *Guidance on the management of outbreaks of foodborne illness in Scotland*.

The number of cases of food poisoning/infectious disease or outbreaks of food poisoning is variable and the number of cases of infectious diseases investigated in recent years has been 10-12. It is therefore estimated that a **minimum of 10 notifications** requiring follow up investigation will be received during the coming year.

In the event of a major food poisoning outbreak, suitably qualified and experienced Environmental Health Officers from other functions of the team will be drafted in to carry out tasks and provide necessary support and assistance for the duration of the event. Additional assistance may be sought through partnerships with neighbouring Food Authorities. This Service will give similar assistance to other Authorities if required in the event of an outbreak.

SECTION 15 - FOOD INSPECTION AND SAMPLING

The Service recognises that the activities entailed in the sampling, analysis and examination of foodstuffs are integral components of its role as a Food Authority and has produced a Food Safety Enforcement Policy which contains details of the Sampling Policy which has been approved by the Council.

Currently Glasgow Scientific Services holds the contract to undertake all chemical analysis and microbiological examination of food and other substances. Samples will be taken for the following purposes:

- To check compliance with statutory standards and relevant guidelines.
- To investigate a complaint relating to food manufactured and/or sold in the East Dunbartonshire area.
- To investigate the origin of a food poisoning outbreak.
- Participation in local and national surveys
- To check imported food for compliance with national standards.

Each year, Environmental Health devises an Annual Sampling Plan for microbiological examination and chemical analysis of foods. The sampling plan aims to cover a wide range of foodstuffs, raw materials, ingredients, intermediates and packaging, wrapping etc. in direct contact with food. The sampling plan is created on a risk basis.

In the event of a food poisoning outbreak, food samples will be taken and submitted to Glasgow Scientific Services.

Surface swabs and water samples will be taken from food premises on a planned basis. Private water samples shall be taken in accordance with *The Water Intended for Human Consumption (Private Supplies) (Scotland) Regulations 2017*. Other water samples may be taken as required i.e., as the subject of a complaint. All surface swabs and water samples are submitted to Glasgow Scientific Services.

Food complaint samples are submitted for analysis based on a number of criteria, including the type of complaint, seriousness of the complaint, corroboration etc. It is estimated that 2 such samples will be submitted for analysis/examination.

If as a result of sampling, breaches of statutory obligations are noted, appropriate action will be taken in accordance with the enforcement policy.

In addition to the local sampling programme, the Service participates in National and Regional Sampling Programmes organised by a number of bodies including the West of Scotland Food Liaison Group, Scottish Food Enforcement Liaison Committee (SFELC), and the Health Protection Agency/ LRG.

The number of food and water samples, including resamples, taken in a particular year is detailed below:

Year	Number of samples taken		
	Microbiological	Chemical	Hygiene swabs
2024-25	107	107	19
2023-24	112	116	25
2022-23	115	94	19
2021-22 ¹	66	74	-
2020-21 ²	8	18	-
2019-20	136	149	33

¹ Figures based on 0.5-year restricted programme owing to the Covid-19 pandemic

² Figures based on a significantly restricted programme owing to the Covid-19 pandemic

East Dunbartonshire Council in partnership with Food Standards Scotland (FSS) and Glasgow Scientific Services is committed to the UK Food Surveillance System (UKFSS) as a means of extending food surveillance from local to national level. At present this Service's commitment relates to samples submitted to Glasgow Scientific Services for microbiological examination and chemical analysis.

SECTION 16 - LIAISON WITH OTHER AUTHORITIES

The main forum in which the food service is involved is the West of Scotland Food Liaison Group. This group meets 6 times a year and comprises representatives from the 12 Authorities in the West of Scotland, together with representatives from Glasgow Scientific Services, SFELC and FSS.

The Service works in partnership with the following external agencies:

- Food Standards Scotland
- The Royal Environmental Health Institute of Scotland
- Health Protection Scotland
- The Procurator Fiscal's Office (Glasgow and Dumbarton)
- The Care Inspectorate
- Confederation of Scottish Local Authorities
- Local Government Regulation
- Scottish Government
- FSS Operations
- FSS Food Crime Unit
- NHS Greater Glasgow & Clyde Health Board
- Local Authorities
- Business Groups
- Scottish Environment Protection Agency
- Scottish Water
- Scottish Government Rural Payments and Inspections Directorate
- The Society of Chief Officers of Environmental Health

The Service also works in partnership with Community Planning Partners and with the following internal services and teams:

- HSCP, East Dunbartonshire Adult Health and Wellbeing Group (health improvement)
- Facilities Management (school kitchens/lunch clubs and public halls)
- Education Services
- Social Work (lunch clubs, meals on wheels)
- Early Years (nurseries – private and public)
- Legal Services (liquor licensing, issue of Section 50 Food Hygiene Certificates, street traders, late hours catering, and market licences.)
- Licensing Advisors (liaison with premises licensed for sale of alcohol)
- Building Standards (building warrants)
- Planning (planning applications)
- Corporate Communications (food alerts and publicity for food safety)

The resource allocation in maintaining the liaison outlined above is considerable and again variable dependent upon the issues under consideration at that time.

SECTION 17 - FOOD SAFETY PROMOTION AND EDUCATION

The Service has, and will continue to take part in food safety promotional work and where resources permit:

- Nutrition and health
- Information sessions to schools on food safety
- Talks to business community on food safety
- Participation in the Scottish Healthy Living Award Scheme
- Development of information leaflets
- Provision of Food Hygiene training courses

The following methods shall be used to assess the effectiveness of promotional activities where required:

- Customer satisfaction questionnaire as part of quality assurance
- Participant appraisal forms

SECTION 18 - HOME AUTHORITY PARTNERSHIPS

This Service actively supports the Home Authority Principle and this commitment is outlined in East Dunbartonshire Council's Food Safety Policy. The Primary Authority Scheme operates within the UK but is not directly applicable in Scotland in relation to food control.

This service is committed however to provide support to our colleagues who take part in the scheme where businesses who are part of the scheme and operate within the East Dunbartonshire area.

SECTION 19 - FOOD AND ALLERGY ALERTS

This Service has a documented procedure for Food Alerts for Action, Product Recall Information Notices and Allergy Alerts notified by Food Standards Scotland. Food Alerts for Action will be responded to at the earliest opportunity and the action taken will be in accordance with advice contained in the alert and the documented procedure for the service. Product Recall Information Notices, Notices and Allergy Alerts will be notified to all relevant officers for information.

In 2024-25 there were three food alerts for action. This was in relation to counterfeit vodka, peanut powder contamination and listeria monocytogenes found in desserts. This required the immediate mobilisation of staff away from routine work to ensure any unsafe foods were removed from sale or supply in East Dunbartonshire.

Food Alert details	Action taken
1. Undeclared Peanut in Mustard Powder	Nearly 100 food businesses visited or contacted to advise of the food alert and determine if this was on sale. No items found.

2. Counterfeit vodka containing isopropyl alcohol solvent	25 independent off licence premises visited. No counterfeit stock found.
3. Listeria monocytogenes in dairy desserts	Intervention targeted at independent care homes and local prison with 15 establishments contacted. Implicated products found on three sites.

SECTION 20 - FOOD SAFETY INCIDENTS

Environmental Health has a documented Food Incident Procedure to ensure that an expedient and proportionate response is raised in relation to all food safety incidents.

East Dunbartonshire Council will liaise with FSS in the event of a food safety incident originating from a business within this authority's area.

SECTION 21 - ADVICE TO BUSINESSES

East Dunbartonshire Council in its role as Food Authority aims to provide advice, direction and guidance to food businesses within its locale to assist them in complying with the law and securing the protection of public health. To achieve this aim, Environmental Health provides support to businesses through several mechanisms:

- Provision of up-to-date information leaflets relating to food safety issues
- Provision of various materials on HACCP, such as standard forms
- East Dunbartonshire Council is a training centre registered with REHIS and is able to provide training in the Elementary Food Hygiene Course where resource permits
- Engagement with the business community
- Consulting with businesses or agents submitting applications for the purposes of obtaining planning permission, building warrant and licensing
- Consulting with businesses on our service delivery where possible

In addition to the above, during the course of their routine inspections, officers provide advice to the business community to assist them to meet their statutory requirements.

The Service also receives direct enquiries and requests for advice on food safety:

Food advice/enquiry requests received:

<i>Year</i>	<i>Number of requests</i>
2024-25	124
2023-24	86
2022-23	115
2021-22	113
2020-21	126
2019-20	89

It is difficult to quantify the time spent on such activities, as the provision of advice is an integral part of the day-to-day work and presently specific requests from business in this respect are not logged by officers.

SECTION 22 - FINANCIAL ALLOCATION

Within Community Protection's Environmental Health Team, the staffing costs for food enforcement activities when fully resourced equates to £265,984.

SECTION 23 - STAFFING ALLOCATION

Food law enforcement within East Dunbartonshire is carried out by the Environmental Health Service. Staff conducting official food controls are also responsible for a range of other statutory functions. The service therefore allocates **2.5 FTE Environmental Health Officers (EHO)** and **1 FTE Food Safety Officers** along with management oversight to deliver official food controls.

One EHO responsible for food safety and public health duties retired in August 2024. Another EHO not involved directly in day-to-day food safety duties is due to retire in July 2025 and further time periods with vacant positions will impact the delivery of food safety and wider Environmental Health functions. Recruitment for one EHO position is planned for May 2025.

Due to re-organisation within the authority a number of years ago the council established a self-service model and there is no administrative support team for the Food Law Enforcement or the wider Environmental Health Service. Accordingly on a daily basis an officer devotes themselves to carrying out the role of Duty Administration Officer. This reduces the available FTE of officer undertaking field work in food enforcement by 0.5 FTE.

SECTION 24 – REQUIRED RESOURCE CALCULATION 2025

Food Standards Scotland (FSS) requested Local Authorities to undertake a revised time management exercise during March to May 2024 following an initial assessment undertaken in 2021. The response to this request produced 10,000 records of individual food law enforcement activities and tasks.

This was presented in a local/regional/national table of collated results. FSS produced a calculation tool for authorities to use which represented their individual duties in food law. The outcome of this calculation for East Dunbartonshire Council is detailed below in Table 1:

Table 1: Food Law Delivery: Full Time Equivalent (FTE) Calculation required for each element	
Food Law Rating System Interventions	1.54
Other Food Law Code of Practice Activities	1.22
Non-Food Law Code of Practice and Additional Activities	1.43
Total FTE Required	4.19

Current resource	2.9
Balance of resources to deliver official food controls	-1.29

The calculation highlights that the authority requires an additional 1.29 FTE officers to fully deliver official food controls.

SECTION 25 - STAFF DEVELOPMENT PLAN

A Training Policy has been devised for the Environmental Health Team which aims to ensure that officers working in food law enforcement duties are provided with a level of training which promotes the individual's continuous professional development.

In addition, it seeks to achieve and maintain the necessary skills and competency required to undertake the duties and responsibilities entailed in their employment. Moreover, training needs of individual staff members are evaluated as part of the Council's Performance Development Review Framework. Environmental Health Officers are also encouraged to become 'Chartered' through meeting Continued Professional Development (CPD) requirements of the Royal Environmental Health Institute of Scotland.

SECTION 26 - QUALITY ASSESSMENT

Quality is currently monitored by judgement against performance indicators and by internal procedures on monitoring and review.

Monitoring and review will include:

- Ongoing review of proforma inspection checklists, and other relevant documentation
- Standardisation where possible of information given to businesses and review of same
- Monitoring the standard of inspection by accompanying each enforcement officer at least once per annum with respect to food inspections
- Investigation of all complaints against the Service
- Monitoring of 5% of all food complaints investigated by the Service
- Monitoring of data input to the departmental management information system relevant to food safety enforcement
- Monitoring of implementation of policies and procedures and review of same
- External feedback of food safety inspections by reviewing questionnaires returned to the service
- Internal performance indicator audits
- External audits by Food Standards Scotland
- Performance Management Indicators, measured through Pentana (both from the BIP and Local PIs)

SECTION 27 - REVIEW OF 2024-25 PLAN

The Food Service Plan will be reviewed on an annual basis. The review shall identify any variation from the Service Plan, and the reasons for that variance. The outcome

from the review process shall include an action plan or service development identified as being required.

The following information details the target response of last years' service development plan:

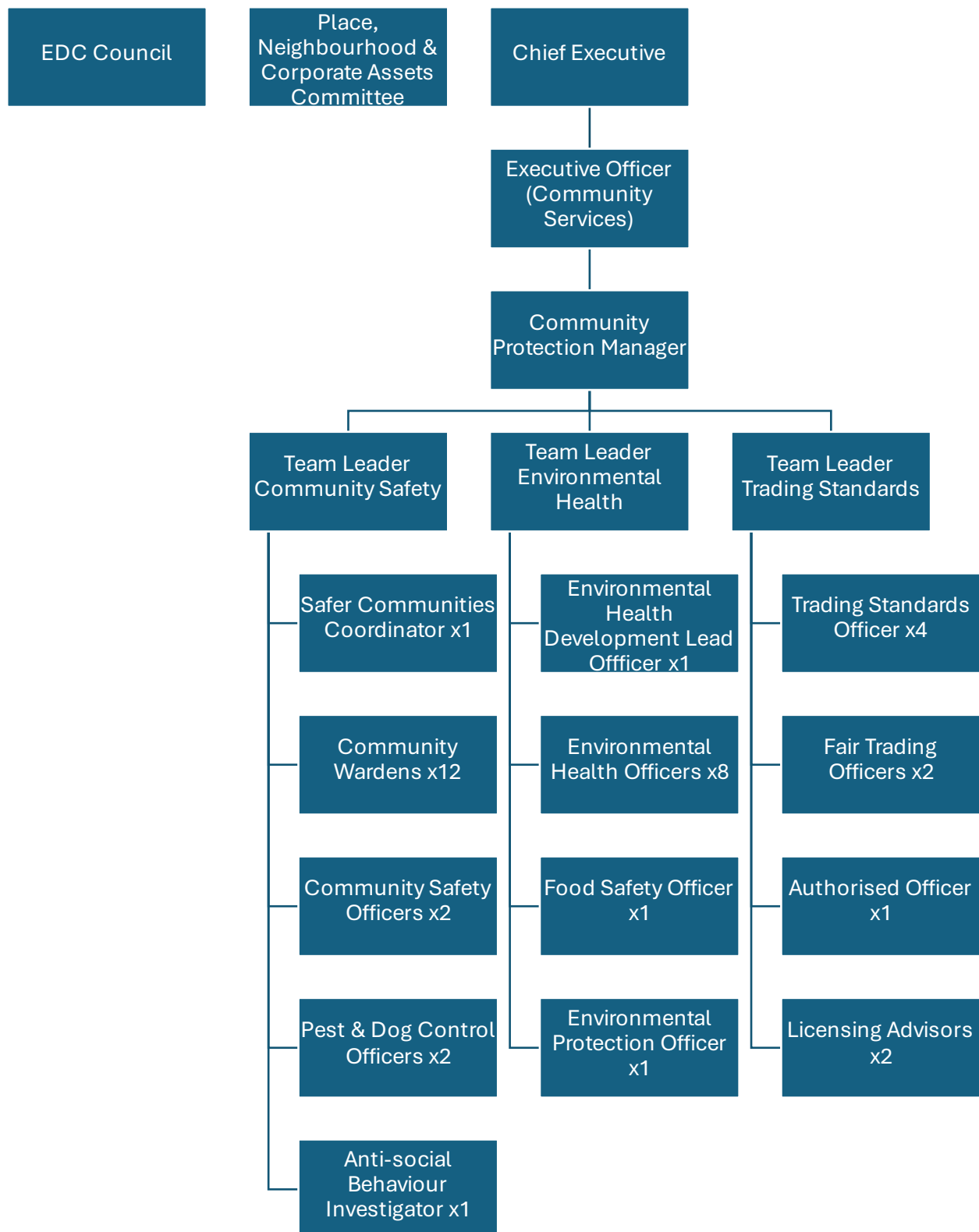
1. The Service shall carry out 100% of all Category D and E food law interventions within the time frame specified on the Food Law Interventions Code of Practice (Scotland). **Status: 95% achieved**
2. The service shall undertake 100% of any category 'A' premises inspected under the Food Hygiene scoring regime within the time frame specified in the Food Law Code of Practice (Scotland). **Status: Not applicable**
3. The service shall undertake 100% of any category 'A' premises inspected under the Food Standards scoring regime within the time frame specified in the Food Law Code of Practice (Scotland). **Status: Not applicable**
4. The Service shall undertake to carry out sampling following the annual sampling programme devised for the year 2024-25. **Status: Achieved**
5. The Service shall respond expediently and proportionately to all food alerts / food safety incidents either notified by FSS or identified by other means, in accordance with departmental procedures. An out of hours Food Alert Scheme is in operation. **Status: Achieved**
6. The Service shall action all food complaints within 2 working days of being reported. **Status: Achieved**
7. The Service shall undertake to investigate all cases of infectious diseases within 1 working day of notification by the Consultant in Public Health Medicine and will liaise with the CPHM in the investigation of any outbreak. **Status: Achieved**
8. The Service shall ensure that all staff develop key objectives through the PDR Framework. **Status: Not achieved Reason: Deviation to other statutory functions**
9. The Service is committed to the Food Hygiene Information Scheme (FHIS) and will continue to support the scheme in the East Dunbartonshire area. **Status: Achieved**
10. The Service will work in partnership with the Food Crime Unit of FSS taking part in joint initiatives to detect and prevent food fraud and criminality. **Status: Achieved**
11. The Service will progress work on ensuring that food premises files are maintained to date on internal databases in order to send accurate data and promote efficiency in the FSS Scottish National Database. **Status: Achieved**
12. The Service will communicate new legislation and official guidance in a contemporaneous manner to staff and relevant business sectors. **Status: Achieved**

SECTION 28 - SERVICE DEVELOPMENT

The following targets are proposed for the year 2025-26:

1. The Service shall carry out 100% of all Category D and E food law interventions within the time frame specified on the Food Law Interventions Code of Practice (Scotland).
2. The service shall undertake 100% of any category 'A' premises inspected under the Food Hygiene/Food Standards scoring regime within the time frame specified in the Food Law Code of Practice (Scotland).
3. The Service shall undertake to carry out sampling following the annual sampling programme devised for the year 2025-26.
4. The Service shall respond expediently and proportionately to all food alerts / food safety incidents either notified by FSS or identified by other means, in accordance with departmental procedures. An out of hours Food Alert Scheme is in operation.
5. The Service shall action all food complaints within 2 working days of being reported.
6. The Service shall undertake to investigate all cases of infectious diseases within 1 working day of notification by the Consultant in Public Health Medicine and will liaise with the CPHM in the investigation of any outbreak.
7. The Service shall ensure that all staff develop key objectives through the PDR Framework.
8. The Service is committed to the Food Hygiene Information Scheme (FHIS) and will continue to support the scheme in the East Dunbartonshire area.
9. The Service will work in partnership with the Food Crime Unit of FSS taking part in joint initiatives to detect and prevent food fraud and criminality.
10. The Service will progress work on ensuring that food premises files are maintained to date on internal databases in order to send accurate data and promote efficiency in the FSS Scottish National Database.
11. The Service will communicate new legislation and official guidance in a contemporaneous manner to staff and relevant business sectors.
12. The service will ensure enhanced web-based information sources are made available to the public on food safety matters.

APPENDIX 1 - EAST DUNBARTONSHIRE COUNCIL ORGANISATIONAL STRUCTURE IN RELATION TO THE FOOD LAW ENFORCEMENT SERVICE



Note 1: Environmental Health – 2.5 FTE Environmental Health Officers (Food Safety), 1.5 FTE Environmental Health Officer (Health & Safety), 1 FTE Food Safety Officer. The Team also includes 4 EHO's specialised in Environmental Protection.