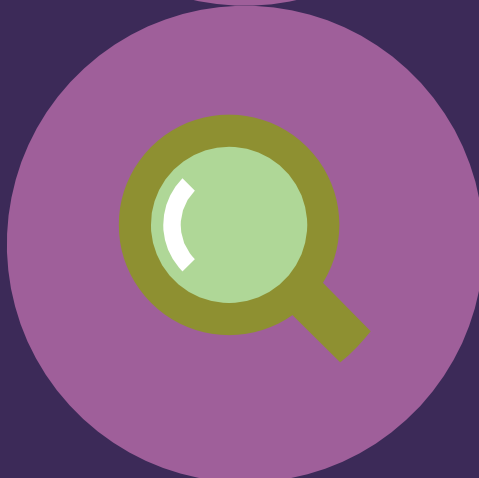


# FOOD STANDARDS SCOTLAND

## SIX MONTHLY OUTCOMES REPORT

31<sup>st</sup> March 2019



**Scottish Government (SG) Purpose**

To focus on creating a more successful country with opportunities

For all of Scotland to flourish through increased wellbeing, and sustainable and inclusive economic growth

**FSS vision**

To create a food and drink environment in Scotland that benefits, protects and is trusted by consumers

**SG Outcomes FSS map to**

We are healthy and active

We grow up loved, safe and respected so that we realise our full potential

We tackle poverty by sharing opportunities, wealth and power more equally

We have globally competitive, entrepreneurial, inclusive and sustainable economy

We have thriving and innovative businesses, with quality jobs and fair work for everyone

We value, enjoy, protect and enhance our environment

We are open, connected and make a positive contribution internationally

**FSS outcomes**

**Food is safe**      **Food is authentic**      **Consumers have healthier diets**      **Responsible food businesses flourish**      **FSS is a trusted organisation**      **FSS is efficient and effective**

**What that means for us**

**Food is safe**

Food businesses should not sell food in Scotland which is unsafe.

Scottish consumers understand how to make sure the food they cook and eat won't do them any harm.

**Food is authentic**

Food businesses meet their responsibility to ensure information provided about food and drink is true.

Scottish consumers can trust the information provided on the food and drink they buy.

**Consumers have healthier diets**

The Scottish food and drink environment supports a healthy balanced diet.

Scottish consumers are enabled and encouraged to make healthier choices.

**Responsible food businesses flourish**

Food businesses that meet their responsibility to provide safe and authentic food are supported.

Irresponsible food businesses are held to account.

**FSS is a trusted organisation**

Scottish consumers trust and act upon our advice

Industry, government and stakeholders listen to our recommendations and advice.

Staff are proud to work for FSS

**FSS is efficient and effective**

We will do what we say and clearly demonstrate this.

We make best use of our available resources.

## HOW WE DO IT

### What we invest

- A professional and skilled workforce
- Programme resources to gather science, evidence and information
- Advice, guidance and legislation for food and feed safety, food standards and nutrition.
- Communication (all forms)
- Partnership and relationship building and maintenance with key stakeholders to help delivery
- Training (staff, local authorities and food and feed business operators)

### What we do

- Developing, monitoring and providing guidance for food and feed legislation and policies
- Commission and managing research
- Providing risk assessment and management
- Providing guidance and advice for consumers
- Discussing and collaborating with our stakeholders for delivery
- Supporting the Scottish food and drink industry
- Developing effective information sharing frameworks with stakeholders and other parts of Government
- Providing improved methods by which consumers or those working within the food, feed and drink sector can report or provide information to us

### Who we reach and work with

- Consumers
- Government in Scotland, UK and across the EU and worldwide
- Food, feed and drink Industry
- Health Professionals
- Educators
- Academics and researchers
- Consumer groups and charities e.g. Which, Cancer Research UK
- Local Authorities
- Media
- International bodies e.g. WHO, EFSA

## FOOD IS SAFE

### What does this mean?

Food placed on the market is compliant with food safety legislation;

Wherever appropriate, food is supplied with accurate instructions to ensure safe storage and handling; and Consumers understand the risks and how to protect themselves and those for whom they prepare food from foodborne illness.

The FSS Board receives further detailed information on progress under this outcome through the FSS annual report, the quarterly performance reporting (including indicators of operational, audit, HR, and health and safety performance), the consumer tracker report, quarterly and annual incidents reports and regular updates on specific projects and strategies e.g. shellfish review and Campylobacter strategy.

Outcome 1 Food is Safe	Baseline 2015-16	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Number of reported cases of Campylobacter	6264	5296	5823	6201**
Percentage and number of incidents in Scotland handled by FSS that were Microbiological, Biotoxin and allergen Food safety incidents.	71% (109/154)	92% (51/104)	31% (41/134)	41% (46/112)•
Percentage and number of incidents where food businesses had poor or Insufficient food safety controls	12% (18/154)	16% (14/104)	8% (10/134)	8% (9/122)
Percentage of consumers aware of FSS remit to ensure that food in Scotland is safe to eat <sup>4</sup> (Percentage based on average Figures for reporting year)	36%	41%	44%	45%

<sup>4</sup>Data from FSS consumer bi annual tracker surveys

\*\*This figure is provisional

•Total number of allergen related incidents recorded = 20 – this includes 18 led by FSS and 2 led by FSA

### Campylobacter data

The data provided from Health Protection Scotland (HPS) is of annual positive laboratory reports of Campylobacter in Scotland. The annual number of outbreaks of Infectious Intestinal Disease (IID) in Scotland are also collected HPS through the surveillance of all general outbreaks of infectious intestinal disease in Scotland. This data is used to inform public health policy and supports FSS in monitoring trends in the incidence of IID and targeting interventions.

### Annual Incident data

A food incident is where concerns about actual or suspected threats to the safety or quality of food require intervention to protect consumers. FSS leads on the Government response to food incidents in Scotland, and provides food businesses with advice on how to report, respond to, and prevent an incident, as well as carrying out monitoring and planning work. The annual incidents are specifically related to Scotland. From April 2018 to March 2019 FSS handled 112 incidents, of which 23 were led by FSA where a Scottish contribution was required.

### FSS consumer bi-annual tracker surveys\*

Food in Scotland Consumer Tracking Survey is a monitor of Scotland's attitudes, behaviors and knowledge in relation to food. The survey is undertaken biannually by an independent research agency, Kantar TNS, and comprises a set of consistent questions at each wave on the FSS brand with two alternating modules: (1) food safety and authenticity and (2) diet and nutrition. 1000 adults aged 16+ in Scotland were interviewed:

Between 8 and 15 December 2015 for wave one.

Between 28 June and 6 July 2016 for wave two.

Between 8 and 21 December 2016 for wave three.

Between 19 June and 4 July 2017 for wave four.

Between 7 and 20 December 2017 for wave five.

Between 18 June and 5 July 2018 for wave six.

Between 7 and 20 December 2018 for wave seven.

Each wave uses an online self-completion approach to interview a representative sample of adults in Scotland in terms of ensure comparability over time.

Please note that Wave 7 of the Food in Scotland Consumer Tracking Survey was undertaken by Jump Research and not Kantar TNS, who undertook Waves 1-6. Whilst every endeavor has been made to replicate the methodology across all seven waves, there is the possibility that the change in supplier may have had some impact on Wave 7 results. This is being investigated further and whether this is the case or not will become clearer at Wave 8 (fieldwork scheduled for June 2019).

## FOOD IS AUTHENTIC

### What does this mean?

Food is of the nature, substance and quality as described by the supplier; and Consumers have confidence that food information is accurate and clear.

The FSS Board receives further detailed information on progress on this outcome through the FSS annual report, the quarterly performance reporting (including indicators of operational, audit, HR, and health and safety performance), the annual UK food surveillance report, the consumer tracker report, quarterly and annual incidents report and regular updates on specific projects and strategies e.g. FSS Food surveillance strategy.

Outcome 2 Food is Authentic	Baseline 2015-16	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Percentage of incidents related to Food Fraud	5%	2%	0	0
Percentage of unsatisfactory samples (total number of food samples brackets) tested by local authorities for food safety and food authenticity recorded in the UK Food Surveillance System <sup>5</sup>	17.4% (9,566)	18.6% (8,527)	18.5% (7,741)	15% (7,619)
Percentage of consumers who are concerned that food is not what is says on the label <sup>4</sup>	79%	78%	74%	72%*
		74%	73%	70%

<sup>4</sup>Data from FSS consumer bi annual tracker surveys.

\*Figures taken for wave 6 of tracker survey

### Annual Incident data

A food incident is where concerns about actual or suspected threats to the safety or quality of food require intervention to protect consumers. FSS leads on the Government response to food incidents in Scotland, and provides food businesses with advice on how to report, respond to, and prevent an incident, as well as carrying out monitoring and planning work. The annual incidents are specifically related to Scotland. From April to September 2018 FSS handled 52 incidents, of which 11 were led by FSA where a Scottish contribution was required.

### <sup>5</sup>UK Food Surveillance System database(UKFSS)\* Now renamed as The Scottish Food Sampling Database (SFSD)

Samples are defined as unsatisfactory if they breach legislative standards or guideline values. Unsatisfactory results relate to samples which have failed for a wide range of criteria including those which could present a potential food safety risk, as well as those which are indicative of a failure in the food production process.

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Between 7 and 20 December 2018 for wave seven

Each wave uses an online self-completion approach to interview a representative sample of adults in Scotland in terms of ensure comparability over time.

Please note that Wave 7 of the Food in Scotland Consumer Tracking Survey was undertaken by Jump Research and not Kantar TNS, who undertook Waves 1-6. Whilst every endeavour has been made to replicate the methodology across all seven waves, there is the possibility that the change in supplier may have had some impact on Wave 7 results. This is being investigated further and whether this is the case or not will become clearer at Wave 8 (fieldwork scheduled for June 2019).

## CONSUMERS HAVE HEALTHIER DIETS

### What does this mean?

Dietary choices of the Scottish population change towards meeting the recommended dietary balance and the Scottish Dietary Goals (SDGs).

The FSS Board receives further detailed information on progress on this outcome through the FSS annual report, the consumer tracker report, the annual Diet and Nutrition report and regular updates on specific projects and strategies e.g. Folic Acid.

Outcome 3 Consumers have healthier Diets	Baseline 2015-16	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Percentage of consumers who know that they need to do something to eat more healthily <sup>4</sup>		56%	58%	
		61%	54%	58%*
Percentage of parents who are concerned about the types of food that their children are eating <sup>4</sup>	45%	51%	52%	55%*
		55%	51%	

<sup>4</sup> Data from FSS consumer bi annual tracker surveys

\*Figures taken for wave 6 of tracker survey. Measure not included in wave 7

### FSS consumer bi-annual tracker surveys\*

Food in Scotland Consumer Tracking Survey is a monitor of Scotland's attitudes, behaviors and knowledge in relation to food. The survey is undertaken biannually by an independent research agency, Kantar TNS, and comprises a set of consistent questions at each wave on the FSS brand with two alternating modules: (1) food safety and authenticity and (2) diet and nutrition. 1000 adults aged 16+ in Scotland were interviewed:

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Each wave uses an online self-completion approach to interview a representative sample of adults in Scotland in terms of ensure comparability over time.

Each wave uses an online self-completion approach to interview a representative sample of adults in Scotland in terms of gender, age, socio-economic status and region. The data is weighted at each wave on these demographic variables to ensure comparability over time.



## RESPONSIBLE BUSINESSES FLOURISH

### What does this mean?

Food businesses that operate responsibly and do things that benefit consumers' interests benefit from risk-based and proportionate regulation that enables them to flourish, whilst effective and dissuasive action is taken with those businesses who do not step up to their responsibilities to consumers.

The FSS Board receives further information on progress on this outcome through the FSS annual report, the quarterly performance reporting (including indicators of operational, audit, HR, and health and safety performance), the annual UK food surveillance report, the consumer tracker report, quarterly and annual Incidents report and regular updates on specific projects and strategies e.g. Food Hygiene information scheme and the Scottish National Database project.

Outcome 4 Responsible food businesses flourish	Baseline 2015-16	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Number of formal enforcement notices Issued to FSS approved establishments	47	53	114	90
Percentage and number of passes for listed businesses <sup>2</sup>	91%	92%	92%	92%
Number of written warnings issued to meat food businesses <sup>3</sup>	238	266	346	211
Percentage of consumers who have used A food hygiene information scheme to check hygiene standards	26%	30%	31%	25%

<sup>2</sup> Data from FSS annual report, <sup>3</sup> Data from FSS business performance reporting, <sup>4</sup> Data from FSS consumer bi annual tracker surveys

### Formal enforcement notices

There is an improvement in the overall compliance of meat FBOs. This translates into a reduction of a 24% of the total number of formal notices in served during year 3.

This reduction may also be linked to better compliance in terms of presentation of carcasses for the final inspection free of visible contamination.

### Food Hygiene information Scheme (FHIS)

The scheme applies to all food outlets that supply food to consumers. Each food outlet is asked to display a certificate (and/or at the end of March 2019, there were 49,014 food businesses listed on the Food Hygiene Information Scheme, with an average pass rate across all Local Authority areas of 92%. We know that during the period 01/04/2018 31/03/2019 there have been 32,636 visits to FHIS webpages and 202,301 database searches on the website. Direct visits to the FHIS page have decreased however searches within the FSS website for FHIS have increased significantly indicating that awareness of the scheme is becoming more widely known and this information is being actively sought by the public.

### Annual written warnings to Food Businesses

The figures show the numbers of written warnings issued by FSS in approved slaughterhouses, game handling establishments and cutting plants in Scotland with a comparison over the years. The lower level of enforcement notices issued are as a result of a general improvement in plant standards and also a decrease in the number of audits carried out. The reduction in formal enforcement action can be linked improvements in compliance rates and better responses by FBOs to verbal advice, and more sustained compliance leads to fewer spikes in carcass contamination.

### FSS consumer bi-annual tracker surveys

Food in Scotland Consumer Tracking Survey is a monitor of Scotland's attitudes, behaviors and knowledge in relation to food. The survey is undertaken biannually by an independent research agency, Kantar TNS, and comprises a set of consistent questions at each wave on the FSS brand with two alternating modules: (1) food safety and authenticity and (2) diet and nutrition. 1000 adults aged 16+ in Scotland were interviewed:

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Each wave uses an online self-completion approach to interview a representative sample of adults in Scotland in terms of gender, age, socio-economic status and region. The data is weighted at each wave on these demographic variables to ensure comparability over time.

## FSS IS A TRUSTED ORGANISATION

### What does this mean?

Consumers in Scotland are aware of FSS and trust it to put them first in relation to food safety, food standards and healthy eating. FSS understands the other interests of consumers in relation to food, and leverages influence where appropriate to benefit consumers.

The FSS Board receives further information on progress on this outcome through the FSS annual report, the consumer tracker report, and regular updates on specific projects and strategies e.g. FSS food safety and healthy eating campaigns.

Outcome 5 FSS is a trusted organisation	Baseline 2015-16	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Percentage of consumers who are aware of FSS and trust FSS to do its job <sup>4</sup>	70%	76%	74% 78%	81%* 73%
Percentage of consumers who have FSS as 'Excellent', 'Very good' or 'Good' to the statement 'Being the experts when it comes to food safety' <sup>4</sup>	36%	41% 47%	48% 48%	56%* 52%
Percentage of consumers who have FSS as 'Excellent', 'Very good' or 'Good' to the statement 'Having the necessary expertise to help people in Scotland eat healthily' <sup>4</sup>	35%	40% 42%	46% 46%	51%* 48%

<sup>4</sup> Data from FSS consumer bi-annual tracker surveys

\*Figures taken for wave 6 of tracker survey

### FSS consumer bi-annual tracker surveys

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Between 7 and 20 December 2018 for wave seven.

Each wave uses an online self-completion approach to interview a representative sample of adults in Scotland in terms of gender, age, socio-economic status and region. The data is weighted at each wave on these demographic variables to ensure comparability over time. Consumer rating of FSS as a trusted organisation and in relation to public health (food safety, and diet and nutrition) has grown steadily in rating over 2015-2019. All of the trend data has shown an upward trend significantly from the 2015 baseline data, with the increase slowing down in 17/18 but beginning to rise again in 2018/19.



## FSS IS EFFICIENT AND EFFECTIVE

### What does this mean?

We are an organisation of well-motivated and appropriately skilled people committed to carrying out all our duties in a responsible way. Our resources are focused on doing the right things, and doing them in ways that are most effective for achieving our objectives.

The FSS Board receives further information on progress on this outcome through the FSS annual report, the quarterly performance reporting (including indicators of operational, audit, HR, and health and safety performance), the quarterly finance report and regular updates on specific projects and strategies e.g. reports to the audit and risk committee.

Outcome 6 FSS is efficient and effective	Baseline 2015	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Percentage efficiency Savings Target 3% to be reinvested <sup>2</sup>	N/A	1.8%	2%	1.5%
Employee engagement index from the civil service survey <sup>6</sup>	62%	63%	65%	62%
Percentage of female staff In FSS <sup>2</sup>	39%	44%	45%	48.2%

<sup>2</sup> Data from FSS annual report,

<sup>6</sup> Data from Civil Service staff Survey

### Efficiency Savings

We identified savings of £242k in 2018/19 from across our business and this money was reinvested in other key parts of our work.

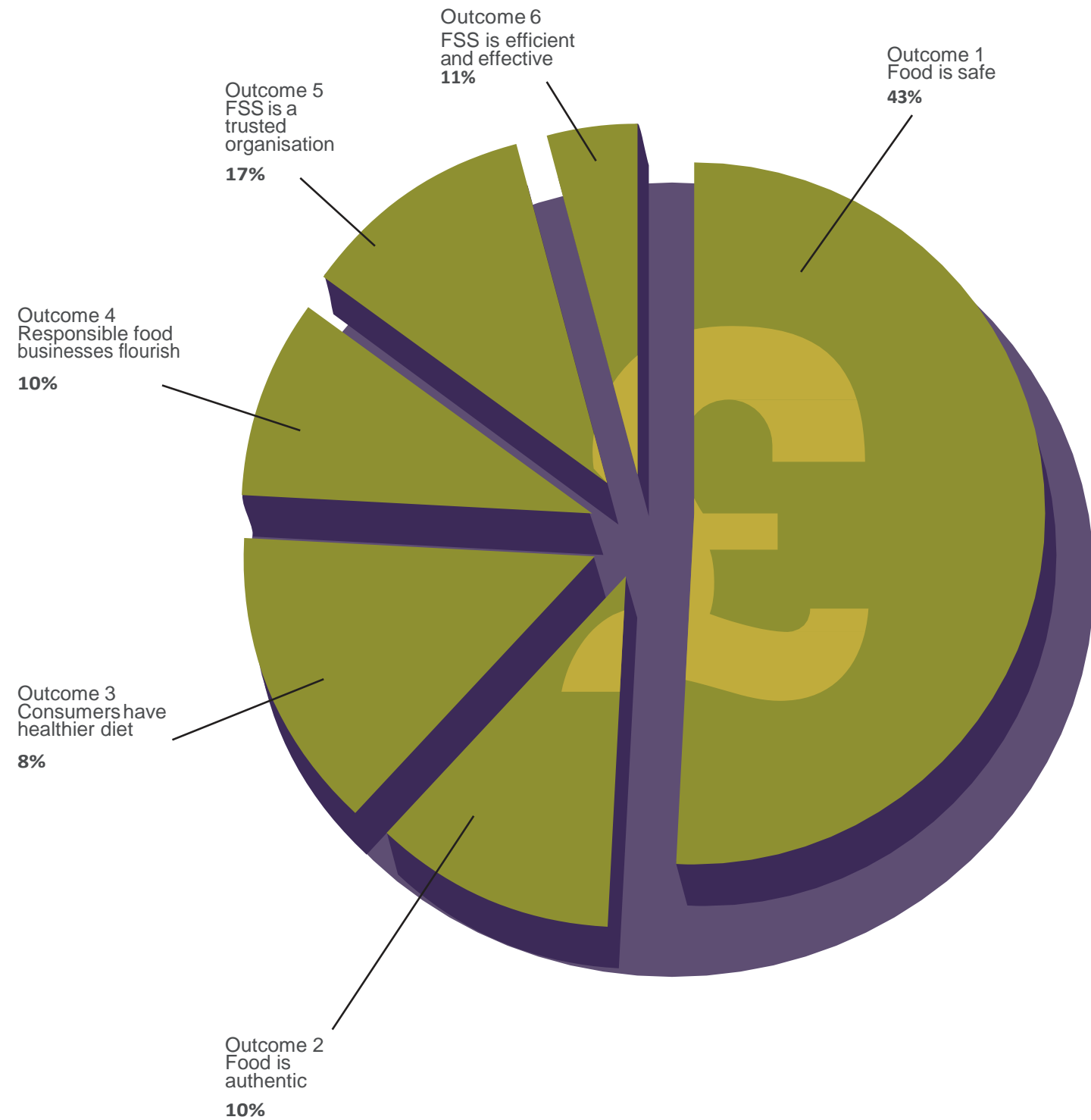
### Human Resource (HR) statistics

The Human Resource Statistics are reported as on 31<sup>st</sup> March 2019. The composition of FSS staff by gender is to provide greater context as to how our workforce is represented. Food Standards Scotland is committed to equality of opportunity for all, and we want everyone who works here to be treated fairly and consistently. We value diversity in our workforce; it brings a range of talents and different perspectives to our work, and rightly should reflect the diversity of our customers. Our gender balance of staff has improved but is still below the Scottish Government average of 52% of females employed.

As on 31<sup>st</sup> March 2019, 72% of all B1 grade staff in FSS were male Meat Hygiene Inspectors (MHIs) which was a disproportionately high number of males in the same profile. The Meat Hygiene profession has historically been male dominated and is one where there has been limited staff turnover. Only 10% of MHIs in FSS are female and they are all at B1 grade as well.

The 2018 Civil Service People Survey was conducted during October 2018. The overall engagement index for FSS was 62% which is same as civil service average. This ranks FSS as 54 out of 102 organisations of a similar size (100-399 employees) across the civil service.

# PERCENTAGE OF FSS BUDGET FOR 2018/2019



# PERCENTAGE OF FSS BUDGET IN 2017/2018

