

Research into the use and perceptions of guidance on food safety and standards

Annexe 1: Additional Research Materials

February 2026



Contact information

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At Food Standards Scotland, we have a unique role, working independently of Ministers and industry to provide advice which is impartial and based on robust science and data.

Our remit covers all aspects of the food chain, which can impact on public health – aiming to protect consumers from food safety risks and promote healthy eating.

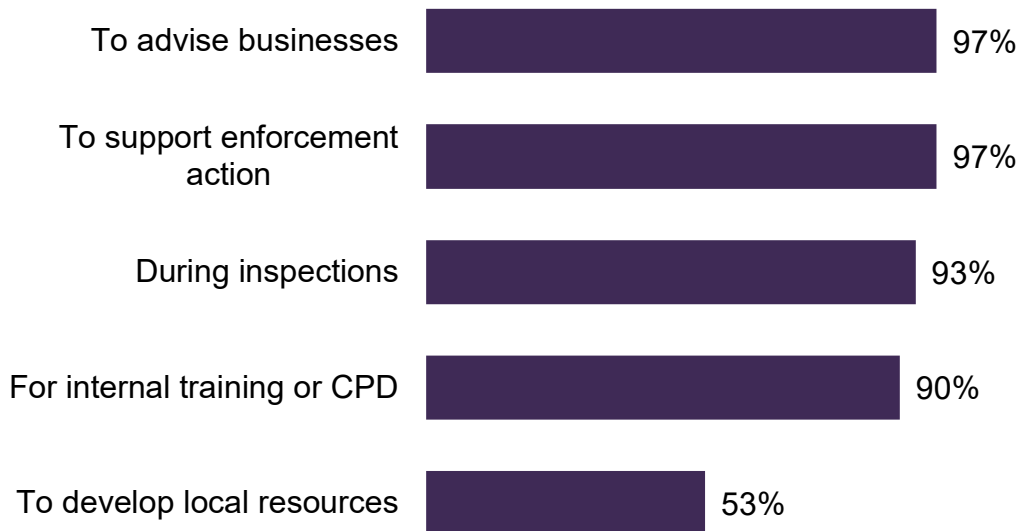
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Results of online survey of food law professionals

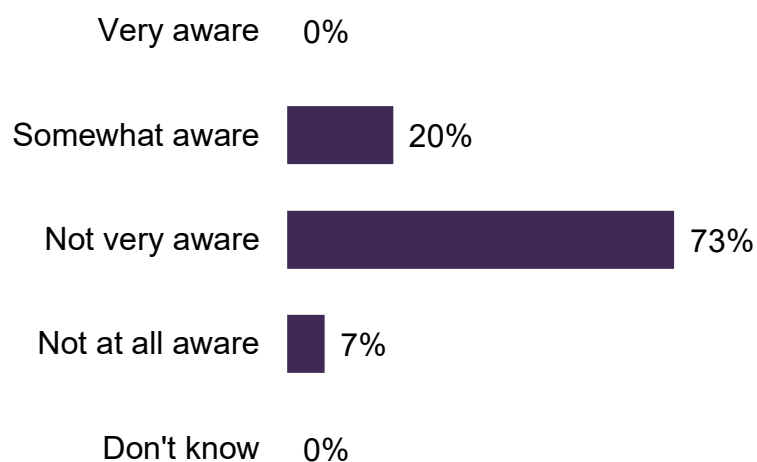
Q6. In which of the following ways, if any, do you use guidance on food safety and standards? This could include using it for your own information or providing it to food businesses in your area. Select all that apply.

% of all respondents, n=30.

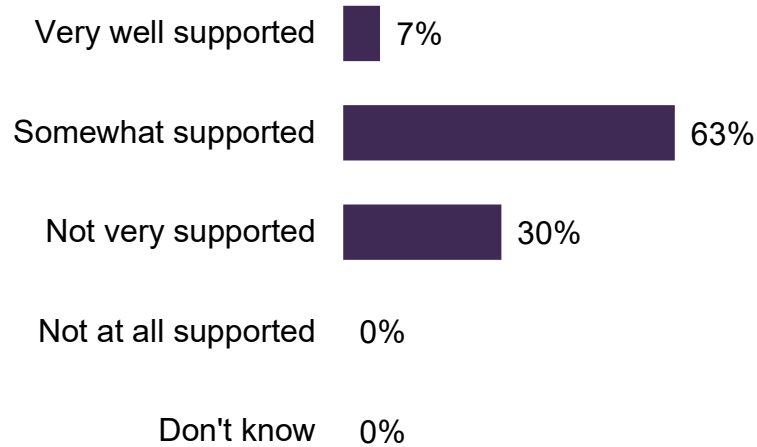


Q9. Thinking about how food businesses use guidance about food safety and standards, how aware do you think food businesses are of the guidance that is currently available to them?

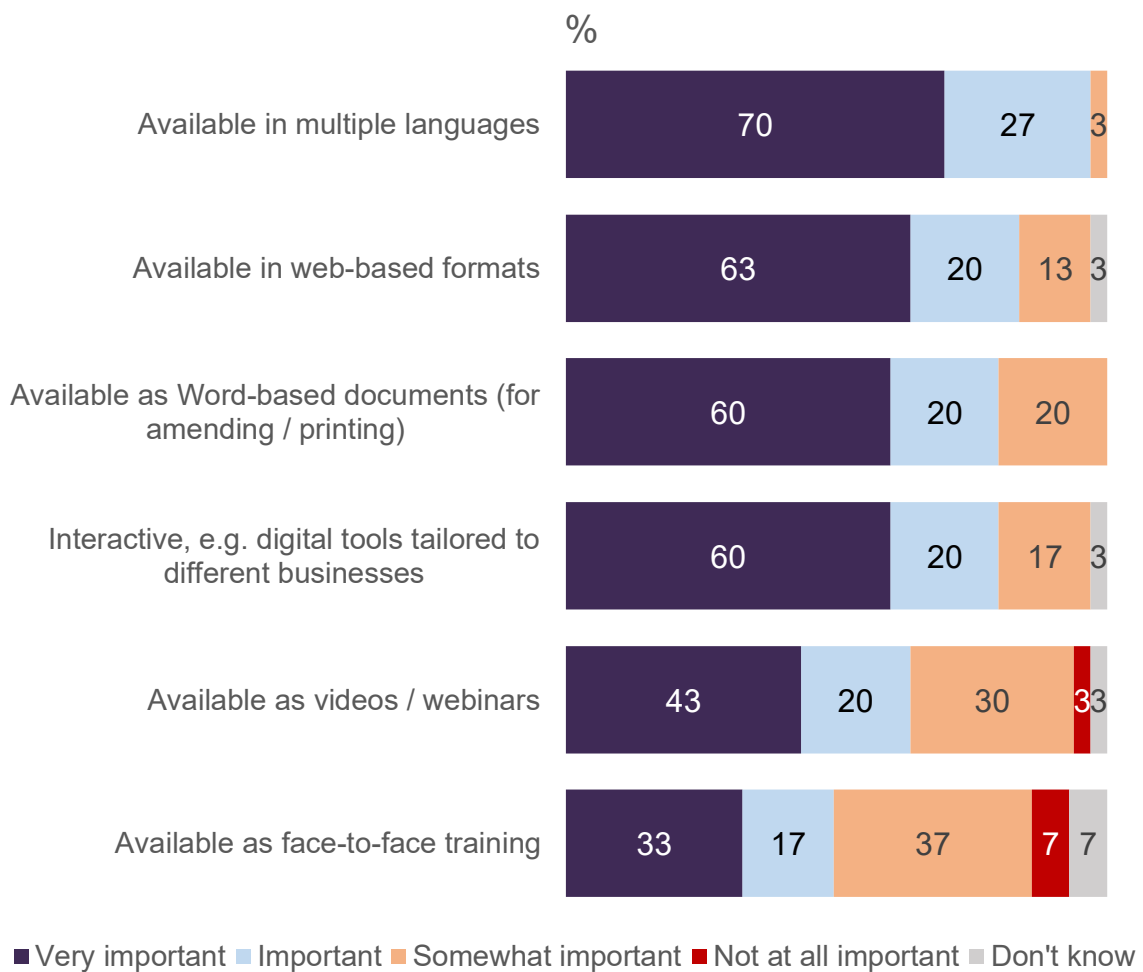
% of all respondents, n=30.



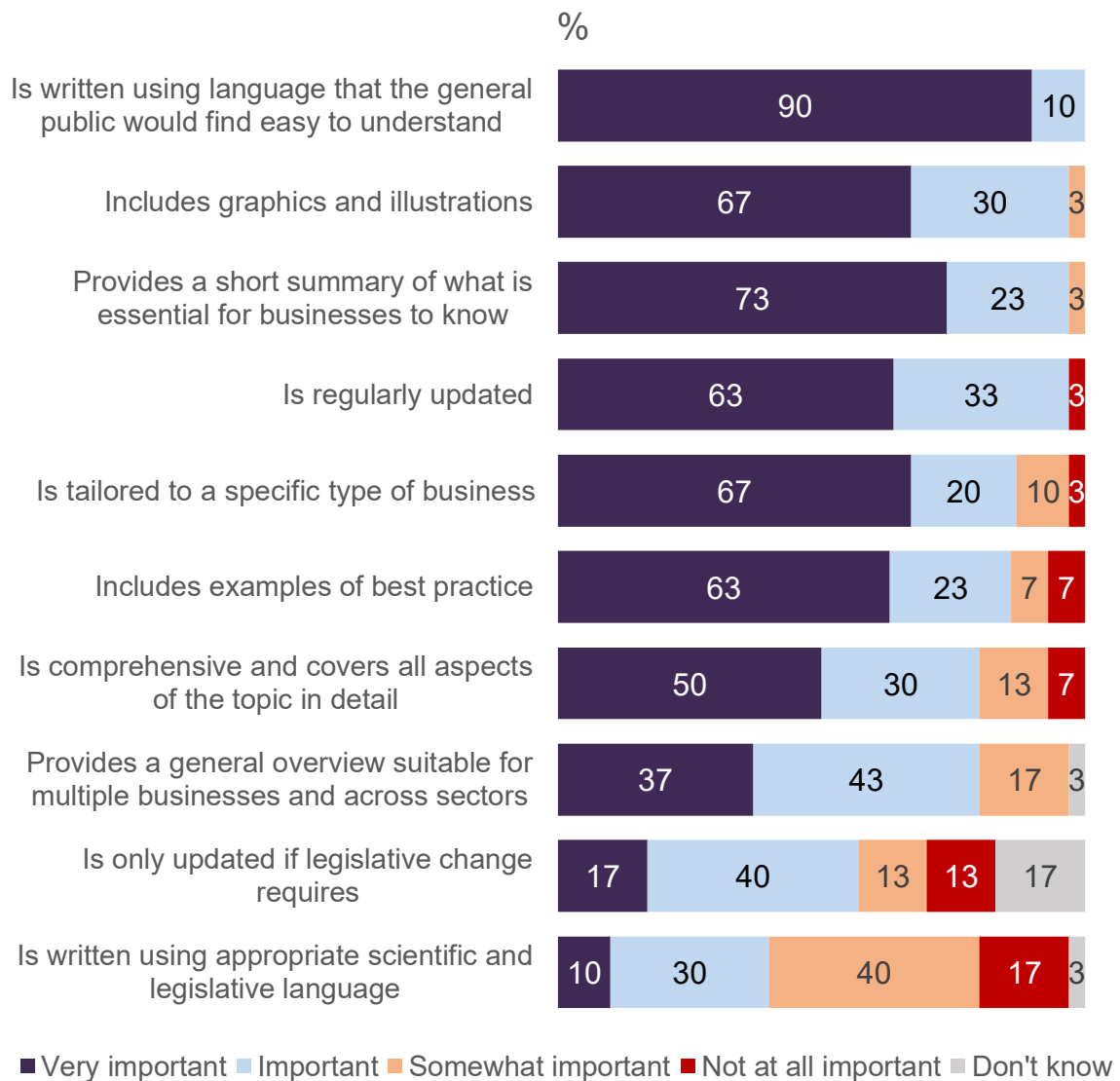
Q10. In general, how well supported do you think food businesses are by the guidance about food safety and standards that is currently available to them?
% of all respondents, n=30.



Q14. Thinking about the format of guidance, how important is it that the guidance on food safety and standards that is available to businesses is...
% of all respondents, n=30.

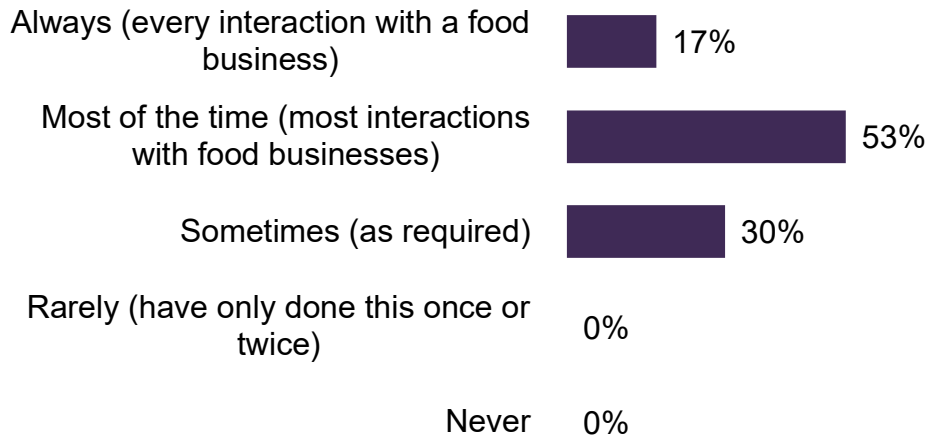


Q16. Thinking about the content of guidance, how important is it that the guidance on food safety and standards that is available to businesses...
 % of all respondents, n=30.



17. How often do you recommend or discuss Food Standards Scotland (FSS) guidance with a food business?

% of all respondents, n=30.



Q20. Below is a list of guidance produced by Food Standards Scotland. Which, if any, have you ever recommended or discussed with a food business? Select all that apply.

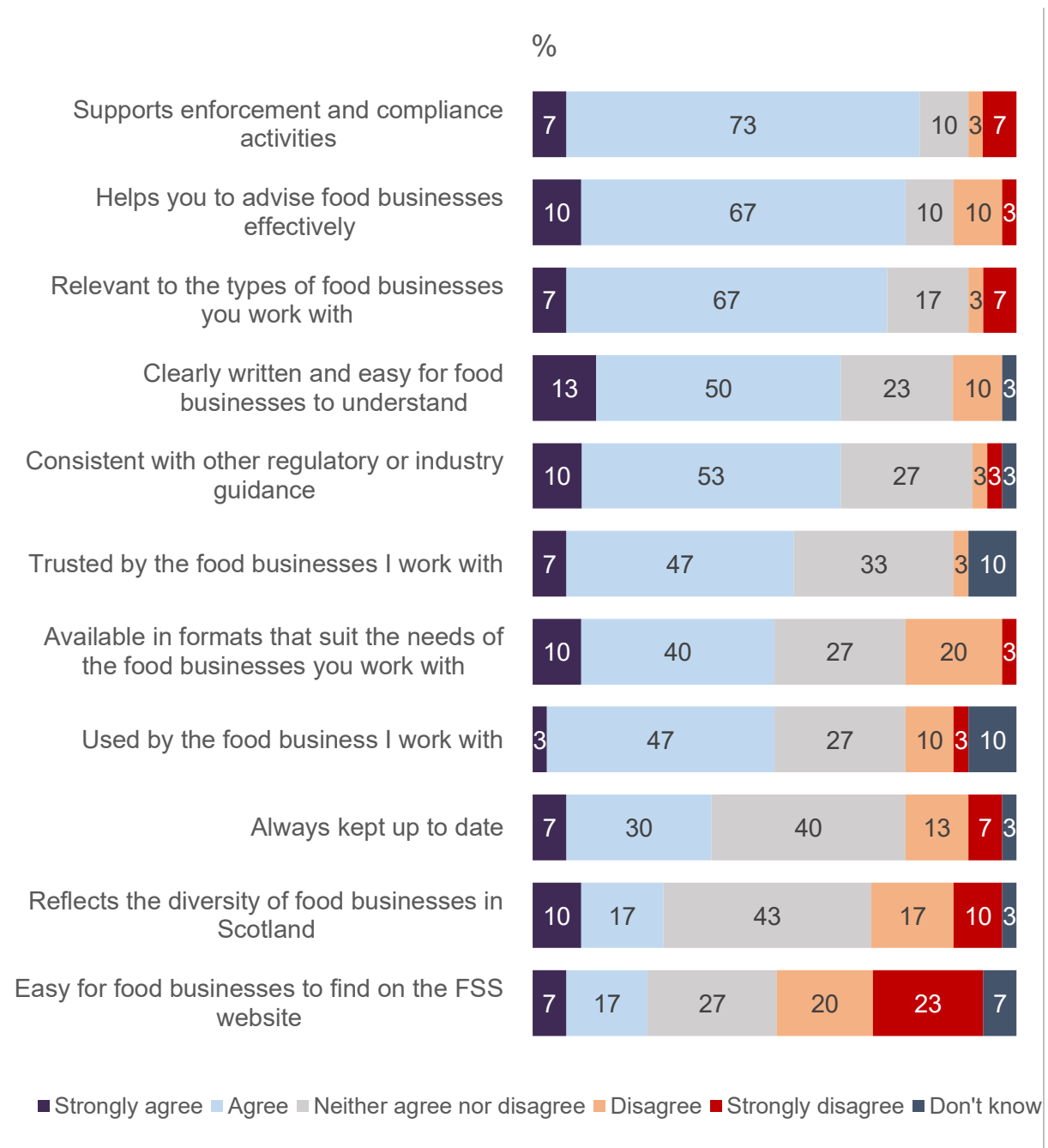
Guidance Name	% recommended or discussed
A. General Food Safety	
Cook Safe	100
Retail Safe	97
Butcher Safe	83
Shelf life guidance	63
Guidance on temperature control legislation	43
The Food Safety Act 1990 - Guidance for Food Business Operators	37
Food Handlers: Fitness to work - Best Practice Advice for Food Businesses	33
Hygiene Regs on Egg Production Sites V1.0.doc	20
Guidance on use of alternative sanitation systems for the disinfection of cutting tools	10
Transportation of Warm Meat from Slaughterhouses in Scotland and Application Form	0
B. Business Operations & Legal Compliance	
Approved Establishments – Scottish National Protocol	77
Withdrawals and recalls guidance	73
Guidance for starting a new food business	70
Food Information Regulations 2014: Summary guidance for food business operators and enforcement officers in Scotland, Wales and Northern Ireland.	67
Legal Requirements for Childminders in Scotland	57
Farmers Market Guidance	57

Guidance Name	% recommended or discussed
Small Producers and Direct Supply Food Hygiene and Food Law Requirements	40
Certificate of Competence – guidance, forms and assessment packs (Scotland)	13
Counter fraud good practice for food and drink businesses	10
Food Crime Risk Profiling Tool	7
Earned Recognition Practice Guidance (Scotland)	0
Meat hygiene charges guidance	0
<i>C. HACCP & Risk Management</i>	
Wild game guides and HACCP	40
A short guide to completing a HACCP plan (for meat producers)	10
HACCP Model Documents for Meat Producers	7
HACCP Feed Farmers	3
<i>D. Pathogens & Contaminants</i>	
E.coli O157 Control of Cross Contamination Guidance	93
Guidance for FBOs on EC Microcriteria Reg	27
Protecting consumers from infection with Shiga toxin-producing E. coli (STEC)	20
Pathogen factsheet - e. coli	13
Pathogen factsheet - listeria	10
Testing milk for antibiotic residues	10
Pathogen factsheet - campylobacter	7
Pathogen factsheet - salmonella	7
Pathogen factsheet - norovirus	3
FSS Fast Facts - Campylobacter	3
FSS Fast Facts - Listeria	3
FSS Fast Facts - Norovirus	3
FSS Fast Facts - Salmonella	3
FSS Fast Facts - STEC	3
FSS Fast Facts - Nitrates and Nitrites in Processed Meats	3
Mycotoxins sampling	3
CoP - Mycotoxins	0
CoP - Fusarium	0
CoP - Ochratoxin	0
<i>E. Nutrition & Healthy Eating</i>	
Questions and Answers on the nutrition requirements contained in Regulation (EU) No 1169/2011	27
Guide to creating a front of pack nutrition label for pre-packed products sold through retail outlets	20
Reformulation For Health In Scotland	17
Eatwell Guide Booklet	13
Healthier catering guides	13
Voluntary calorie labelling guidance	13
Healthy Eating Tutorial	3
<i>F. Specialty Products, Ingredients and Processes</i>	
Vacuum and modified atmosphere packed chilled foods guidance	77

Guidance Name	% recommended or discussed
SFELC - Guidance on the Safe Service of Less Than Thoroughly Cooked Beef Burgers	47
Fresh Produce Tool	27
Guidelines for re-commissioning vacuum packers	13
Guidance on Cheese Recovery	3
Industry Guidance - Soyabean Lecithin	3
<i>G. Labelling, Consumer Information and Allergens</i>	
Online allergy training	97
Guidance on labelling of food sold prepacked for direct sale	93
Allergy Poster	87
Food allergen labelling and information requirements Technical Guidance	77
Meat Labelling Guidance	43
<i>H. Animal Feed & Farming</i>	
Dairy milk hygiene (1 March 2007)	7
Feed Hygiene Regulations Scotland Q and A	3
Clean livestock	0
Copper for Bovines in Animal Feed	0
Pesticide minimisation	0
On-farm incidents: How to protect your livestock and Scotland's food chain	0
Guidance on food chain information for keepers of cattle, sheep and goats	0
Guidance for Trichinella testing in feral wild boar	0
<i>I. Fish & Shellfish</i>	
Safe Smoked Fish tool	57
E Coli Classification Protocol – shellfish harvesting	30
Managing Shellfish Toxin Risks in the Scallop Sector	30
Freezing Fish and Fishery Products	27
Traceability and consumer information for fish landed in Scotland on the fish market	23
<i>J. Imports & International Trade</i>	
Importing food	13
Import of confectionery products	7
Import of food from within the European Union	3
Import of food/dietary supplements & health foods	3
Import of fruit and vegetables	3
Import of bakery products	0
Import of cereals and cereal products	0
Import of drinks	0
Import of plant products (not fruit/vegetables) & vegetarian products	0
Import of sauces containing products of animal origin	0
Import of cooking oils	0

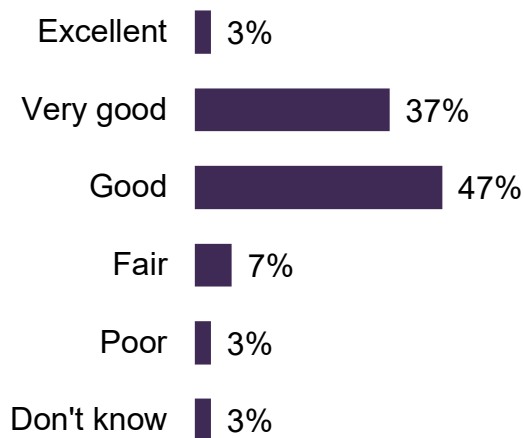
Q38. Here are some ways other people have described Food Standard Scotland's guidance. To what extent do you agree that Food Standards Scotland's guidance [is]...?

% of all respondents, n=30.



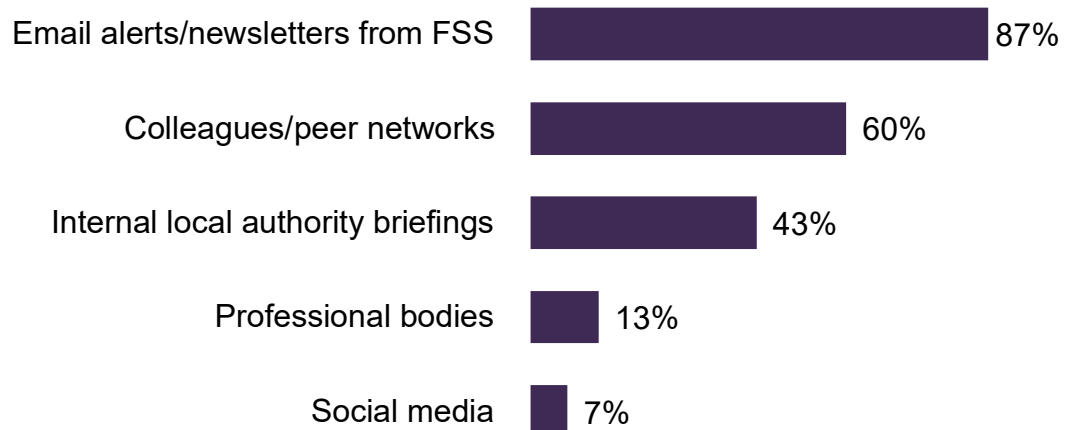
Q36. How would you rate the overall quality of Food Standards Scotland guidance?

% of all respondents, n=30



Q39. How do you usually find out about new or updated guidance from Food Standards Scotland? Select all that apply.

% of all respondents, n=30.



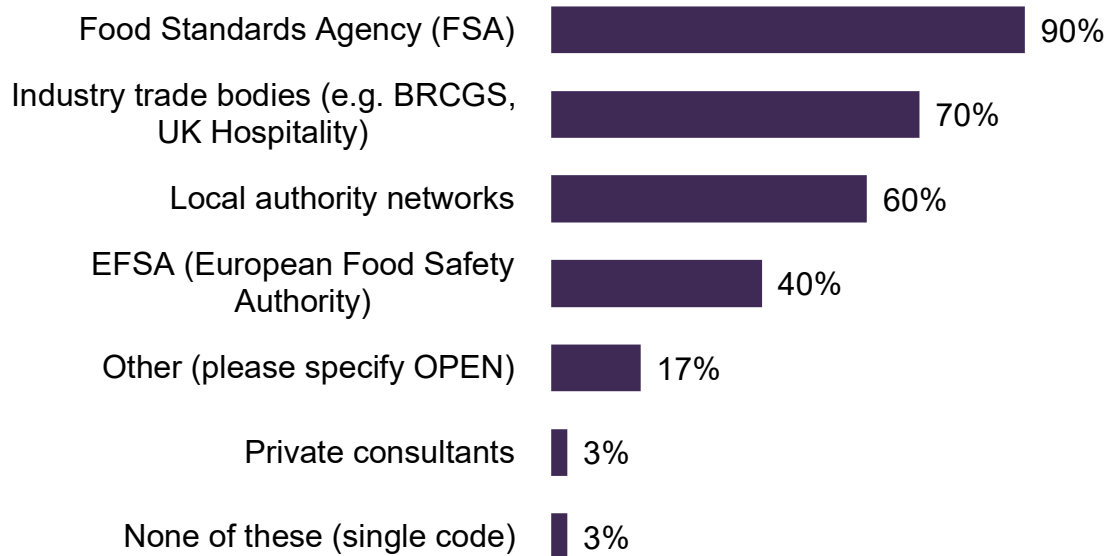
Q44. Have you had any direct contact with Food Standards Scotland staff in the past year regarding their guidance or advice for food businesses?

% of all respondents, n=30.



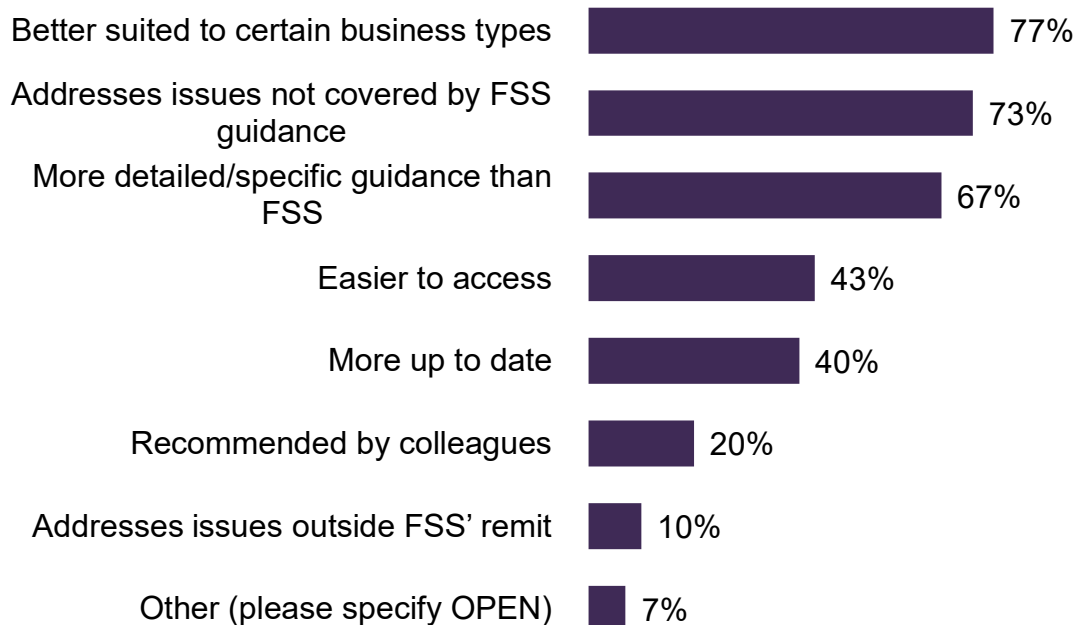
Q46. Which, if any, of the following sources of guidance about food safety and standards do you use? Select all that apply.

% of all respondents, n=30.



Q48. Why do you use these non-FSS sources? Select all that apply.

% who use non-FSS sources, n=29.



Interview Schedule – Food Businesses V3

Introduction

Thank you for agreeing to speak with me today, I appreciate you taking this time to talk.

I am a researcher at The Lines Between, an independent research agency based in Edinburgh. Food Standards Scotland (FSS) has commissioned us to speak to around 50 businesses in Scotland about their perceptions and experiences of the guidance available to support food businesses' compliance with food law requirements.

FSS will use feedback from the research to develop future guidance to support food businesses in their compliance journey.

Some questions may be more applicable to you than others. However, we are keen to hear about your experiences, regardless of your level of knowledge or engagement with Food Standards Scotland. There are no right or wrong answers; this is purely to understand your thoughts and experiences. You don't have to tell me anything you don't want to. If you want to stop or take a break, we can do that anytime.

Our conversation will last for around 30 minutes.

Findings from this research will be reported at an overall level. These discussions are confidential, and we will not attribute feedback to any individual. However, we hope to use anonymised quotes to support the findings and bring the report to life. Be assured any quotes selected will be anonymised to protect the identity of participants. Is that ok with you?

I will record the conversation to ensure we have an accurate record and enable me to listen without having to take notes at the same time. After we speak, the recording will be transcribed and then deleted, and all data gathered through the research will be deleted at the end of the project.

Are you happy for me to record this conversation?

Do you have any questions before we begin?

[START RECORDING IF PERMISSION IS GIVEN]

QUESTIONS IN BOLD / POTENTIAL PROBES AS BULLET POINTS

General information (~5 mins)

- **Firstly, can you briefly describe your business (confirm details about the business collected during recruitment):**
 - What is the primary function of your food business? (scope for participants to select multiple, e.g. café and takeaway)
 - How long has the business been operational?
 - How many employees, including yourself, work for the business?
 - Is where you work the only premises or part of a larger organisation?
 - Which Local Authority are you based in? If a larger business, where is the HQ
 - Do you have a website or social media, or do you use an online food ordering platform?
 - **Tell me about your role.**
 - Is food law compliance and food safety your main role in the businesses? If not, what else does your role involve? What proportion of your time is spent on food law and food safety?
 - How aware are you of food law requirements in Scotland? For example, preparing and selling safe food, labelling requirements, etc.
 - How aware are you of what you / your business needs to do to comply with food law?
 - What activities are you involved in to help ensure the business complies with food law? This may involve audit / reporting / quality assurance / risk management / staff training / practical delivery
 - **What challenges or risks does your business face when complying with food law requirements?** For example, preparing and selling safe food, labelling requirements, etc.
 - Engagement with local authority/regulators, e.g. delays, lack of contact with those staff
 - Understanding regulations/compliance, e.g. complexity, issues with rating schemes, ability to meet requirements, cross-border issues
 - Cost (availability of finance, inflation, interest rates, cost of living)
 - Staff availability and time
 - Changes to consumer behaviour
 - Changes to the market
 - Access to accurate information and training
-

Your business and food safety (~10 mins)

- **What type of information about food safety do you look for / need for your business?**
 - Regulations/laws/duties
 - How food safety practices are applied in the sector, e.g. case studies, mentoring, benchmarking
 - Practical organisational advice, e.g. how to establish procedures and practices in daily operations
- **Has this changed over time, e.g. from when the business first opened/was smaller? In what ways?**
 - Changing regulatory requirements – need to stay updated
 - New ways of working – requiring different approaches from previously
 - Info on rating schemes
 - Other organisational changes, e.g. new staff, new premises requiring registration/approval.
- **If you are looking for help or information about food safety, where do you look in the first instance?**
 - Digital, e.g. Internet searches (e.g. Google), websites, digital learning, social media
 - Colleagues/peers
 - Professional/industry associations
 - Official organisations, e.g. FSS, FSA, environmental health services in LAs, non-UK organisations e.g. EFSA (European Food Safety Authority)
 - Prior knowledge, e.g. previous roles/businesses
 - Has the business sourced external expertise, e.g. compliance advisor/advice?
- **Have you ever used AI (Artificial Intelligence) tools to get information about food safety?**
 - Did the tools provide you with the information you were looking for?
 - Do you feel it was accurate? Appropriate for your business?
- **Is this information about food safety easy or challenging to find?**
 - Sourcing adequate information/support, e.g. confusing, unclear
 - What sources are most accessible - why?
- **How does your business use this information?**
 - Training / CPD - toolkits/resources
 - Monitoring/research
 - Verification/audit
 - Reporting
- **How useful is this information in practice?**
 - Challenges engaging with the guidance materials: e.g. ability to use 'on the job', gaps in specialist areas, ability to keep up to date
 - What is particularly easy to use and apply within the business?

- **Does your local authority provide advice and guidance to support your business with food safety?**
 - Wider support e.g. education/advice/coaching/info & intelligence gathering incl. non-official lab sampling
 - What form does this take? e.g. via email, phone, visit, website
 - Any materials/resources they tend to mention or suggest using?
 - Would you feel comfortable approaching your local authority for advice or guidance about food safety?

Awareness and use of Food Standards Scotland guidance (~15 mins)

- **Before taking part in this research, had you heard of Food Standards Scotland, and if so, do you know what their role is?**
 - Probe: awareness of regulatory role
- **Are you aware of any guidance FSS produce to help businesses with food safety?**
 - What specific information / guidance are you aware of?
 - **How did you find out about it?**
- **Have you ever used any FSS guidance, tools or training?**
 - If YES, why did you need / use it?
 - If NO, why not?
- **[If FSS guidance has been used] How have you used FSS guidance in your work?**
 - **Access? [Format] Print/view digital/leaflets etc.**
 - **Frequency? ongoing/often versus sporadic/occasional**
 - **How? [Methods] verification/QA/training/reporting/reading/on-the-job**
 - **Which? what specific aspects of the guidance [e.g. CookSafe / ButcherSafe / RetailSafe]**
- **What did you like / dislike about FSS' guidance?**
 - What makes it better or worse than any other guidance you use?

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- **Have you ever used guidance, tools or training from elsewhere?**
 - **NOTE: If respondent does not use FSS guidance, or relies more on guidance from elsewhere, this section of the interview will focus on collecting the following information for the guidance they do use, repeating the questions as needed for multiple sources.**
 - If YES, what guidance? Why did you need it? How did you find out about it? How did you access it? How often did you use it? How did you find it? What do you like / dislike about it?
 - If NO, why not?
- **How do you think FSS could improve their guidance materials on food safety?**
 - Presentation/content, e.g. topics, layout/design
 - Accessibility, e.g. use in situ, simplify, avoid duplication
 - Preferred delivery format, e.g. print/leaflet/digital/face to face
 - Suggested additional topics

Final questions (~5 mins)

- **Do you have any other comments or views you would like to share anonymously with FSS about how FSS could improve its guidance on food law compliance and food safety?**
- **And do you have any other comments on how your business could be provided with support and guidance to help you comply with food law and food safety?**

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- Allergy Poster
- ButcherSafe
- Cook Safe
- Counter fraud good practice for food and drink businesses
- Eatwell Guide Booklet
- E.coli O157 Control of Cross Contamination Guidance
- Food allergen labelling and information requirements Technical Guidance
- Food Handlers: Fitness to work - Best Practice Advice for Food Businesses
- Freezing Fish and Fishery Products
- Fresh Produce Tool
- Guidance for Local Authorities – Cheese made from Unpasteurised Milk
- Guidance on labelling of food sold prepacked for direct sale
- Guidance on use of alternative sanitation systems for the disinfection of cutting tools
- Guide to creating a front of pack nutrition label for pre-packed products sold through retail outlets
- Healthier catering guides
- Managing Shellfish Toxin Risks in the Scallop Sector
- Meat Labelling Guidance
- Protecting consumers from infection with Shiga toxin-producing E. coli (STEC)
- Quick start guide to guidance on compliance with Regulation (EC) 1924/2006 on nutrition and health claims made on foods
- RetailSafe
- Safe Smoked Fish tool
- SFELC - Guidance on the Safe Service of Less Than Thoroughly Cooked Beef Burgers
- The Food Safety Act 1990 - Guidance for Food Business Operators
- Vacuum and modified atmosphere packed chilled foods guidance
- Voluntary calorie labelling guidance
- Wild game guides and HACCP
- Withdrawals and recalls guidance
- Shelf life guidance
- Online allergy training

Local Authority Stakeholders Survey V3

Introduction

Food Standards Scotland (FSS) is undertaking important research with a select group of stakeholders. The research is exploring the awareness and use of guidance available to support food businesses' with food safety and standards. This can include compliance with food law, the safe preparation, storage and selling of food, as well as labelling, nutrition and allergy information.

The Lines Between, an independent research agency, has been commissioned to undertake this survey. We would now like to invite you to take part and share your views and experiences.

The survey contains mostly closed-ended, multiple-choice questions, but there are also spaces for you to explain your answers in more detail. Depending on the detail of your answers, it should take no more than 15 to 20 minutes to complete.

Some questions may be more applicable to you than others. However, we are keen to hear about your views - both positive and negative - regardless of your level of knowledge or engagement with Food Standards Scotland. This will provide valuable feedback as FSS develop future guidance to support food businesses.

The survey covers four areas:

- You and your role
- General use of guidance
- Food Standards Scotland guidance
- Non-FSS guidance

All responses will be submitted directly to The Lines Between, will remain confidential and are only available to the research team. A report prepared by The Lines Between for FSS may use your comments, but it will not include your name or any information that could be used to identify you. Your responses will be stored securely and deleted shortly after the survey research is completed in March 2026.

If you have any questions about this process or our research, please contact The Lines Between at hello@thelinesbetween.co.uk or 0131 235 2012.

(TICK BOX – I understand and am happy to continue)

[MANDATORY] Would you like to read a privacy notice with more information about how The Lines Between will use the data we collect from you?

- a. Yes [route to privacy notice]
- b. No [skip privacy notice]

Section 1: About you and your role

1. What is your job title?

- Chief Executive
- Lead Food Officer
- Environmental Health Officer
- Food Safety Officer
- Technical Officer
- Other (please specify)
- Prefer not to say

2. Which local authority do you work for?

- Aberdeen City Council
- Aberdeenshire Council
- Angus Council
- Argyll and Bute Council
- City of Edinburgh Council
- Clackmannanshire Council
- Comhairle nan Eilean Siar (Western Isles Council)
- Dumfries and Galloway Council
- Dundee City Council
- East Ayrshire Council
- East Dunbartonshire Council
- East Lothian Council
- East Renfrewshire Council
- Falkirk Council
- Fife Council
- Glasgow City Council
- Highland Council
- Inverclyde Council
- Midlothian Council
- Moray Council
- North Ayrshire Council
- North Lanarkshire Council
- Orkney Islands Council
- Perth and Kinross Council
- Renfrewshire Council
- Scottish Borders Council
- Shetland Islands Council
- South Ayrshire Council

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- South Lanarkshire Council
- Stirling Council
- West Dunbartonshire Council
- West Lothian Council
- Prefer not to say

2A. How long have you worked in a role that involved food law enforcement?

- Less than 3 years
- 3 to 10 years
- More than 10 years
- Prefer not to say

Section 2: General use of guidance about food safety and standards

3. In which of the following ways, if any, do you use guidance on food safety and standards? This could include using it for your own information or providing it to food businesses in your area.

Select all that apply:

- During inspections
- To advise businesses
- To support enforcement action
- For internal training or CPD
- To develop local resources
- Other (please specify)
- I do not use any guidance on food safety and standards (single code)

ASK IF DO NOT USE GUIDANCE

4. Why do you not currently use any guidance about food safety and standards?

OPEN

ASK ALL

5. Thinking about how food businesses use guidance about food safety and standards, how aware do you think food businesses are of the guidance that is currently available to them?

- Very aware
- Somewhat aware
- Not very aware
- Not at all aware
- Don't know

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6. In general, how well supported do you think food businesses are by the guidance about food safety and standards that is currently available to them?

- Very well supported
- Somewhat supported
- Not very supported
- Not at all supported
- Don't know

7. In your experience, what challenges or barriers prevent food businesses from knowing about or using guidance about food safety and standards?

OPEN

8. In your experience, which types of food businesses most need guidance about food safety and standards?

Please describe the types of businesses you typically need to support or provide guidance to more often. This could include certain types or sizes of businesses, i.e. number of employees, location, number of premises, risk level, etc.

OPEN

9. In general, what topics, issues or information about food safety and standards do businesses most need guidance on?

This can include, for example, compliance with food law, the safe preparation, storage and selling of food, as well as labelling, nutrition and allergy information

OPEN

10. Thinking about the format of guidance, how important is it that the guidance on food safety and standards that is available to businesses is...

Scale:

- Very important
 - Important
 - Somewhat important
 - Not at all important
 - Don't know
-
- Available in web-based formats
 - Available as Word-based documents (for amending / printing)
 - Available as videos / webinars
 - Available in multiple languages
 - Interactive, e.g. digital tools tailored to different businesses
 - Available as face-to-face training

11. Are there any other formats of guidance that you think food businesses would find helpful?

OPEN

12. Thinking about the content of guidance, how important is it that the guidance on food safety and standards that is available to businesses...

Scale:

- Very important
 - Important
 - Somewhat important
 - Not at all important
 - Don't know
-
- Includes graphics and illustrations
 - Includes examples of best practice
 - Is written using language that the general public would find easy to understand
 - Is written using appropriate scientific and legislative language
 - Is comprehensive and covers all aspects of the topic in detail
 - Provides a short summary of what is essential for businesses to know
 - Provides a general overview suitable for multiple businesses and across sectors
 - Is tailored to a specific type of business
 - Is regularly updated
 - Is only updated if legislative change requires

Section 3: Food Standards Scotland guidance

13. How often do you recommend or discuss Food Standards Scotland (FSS) guidance with a food business?

- Always (every interaction with a food business)
- Most of the time (most interactions with food businesses)
- Sometimes (as required)
- Rarely (have only done this once or twice)
- Never
- Don't know

ASK IF RARELY OR NEVER

14. Why do you rarely or never recommend or discuss Food Standards Scotland guidance with a food business?

Select all that apply:

- I wasn't aware of FSS guidance
- The guidance FSS produce is not suitable
- The guidance FSS produce is not accessible
- Alternative guidance is better
- It's not a part of my job role
- I do not have time
- Other (please specify OPEN)

ASK ALL

15. Below is a list of guidance produced by Food Standards Scotland. Which, if any, have you ever recommended or discussed with a food business?

Select all that apply.

SCREEN1:

General Food Safety

Cook Safe

Retail Safe

Butcher Safe

The Food Safety Act 1990 - Guidance for Food Business Operators

Food Handlers: Fitness to work - Best Practice Advice for Food Businesses

Hygiene Regs on Egg Production Sites V1.0.doc

Guidance on temperature control legislation

Guidance on use of alternative sanitation systems for the disinfection of cutting tools

Shelf life guidance

Transportation of Warm Meat from Slaughterhouses in Scotland and Application Form

Business Operations & Legal Compliance

Approved Establishments – Scottish National Protocol
Earned Recognition Practice Guidance (Scotland)
Certificate of Competence – guidance, forms and assessment packs (Scotland)
Meat hygiene charges guidance
Food Information Regulations 2014: Summary guidance for food business operators and enforcement officers in Scotland, Wales and Northern Ireland.
Legal Requirements for Childminders in Scotland
Small Producers and Direct Supply Food Hygiene and Food Law Requirements
Farmers Market Guidance
Guidance for starting a new food business
Food Crime Risk Profiling Tool
Counter fraud good practice for food and drink businesses
Withdrawals and recalls guidance

SCREEN 2:

HACCP & Risk Management

A short guide to completing a HACCP plan (for meat producers)
HACCP Model Documents for Meat Producers
Wild game guides and HACCP
HACCP Feed Farmers

Pathogens & Contaminants

E.coli O157 Control of Cross Contamination Guidance
Protecting consumers from infection with Shiga toxin-producing E. coli (STEC)
Pathogen factsheet - campylobacter
Pathogen factsheet - e. coli
Pathogen factsheet - listeria
Pathogen factsheet - norovirus
Pathogen factsheet - salmonella
FSS Fast Facts - Campylobacter
FSS Fast Facts - Listeria
FSS Fast Facts - Norovirus
FSS Fast Facts - Salmonella
FSS Fast Facts - STEC
FSS Fast Facts - Nitrates and Nitrites in Processed Meats
Guidance for FBOs on EC Microcriteria Reg
Mycotoxins sampling
CoP - Mycotoxins
CoP - Fusarium
CoP - Ochratoxin
Testing milk for antibiotic residues

SCREEN 3:

Nutrition & Healthy Eating

Eatwell Guide Booklet
Healthy Eating Tutorial
Healthier catering guides
Reformulation For Health In Scotland
Voluntary calorie labelling guidance

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Guide to creating a front of pack nutrition label for pre-packed products sold through retail outlets

Questions and Answers on the nutrition requirements contained in Regulation (EU) No 1169/2011

Specialty Products, Ingredients and Processes

Guidance on Cheese Recovery

Industry Guidance - Soyabean Lecithin

Fresh Produce Tool

SFELC - Guidance on the Safe Service of Less Than Thoroughly Cooked Beef Burgers

Vacuum and modified atmosphere packed chilled foods guidance

Guidelines for re-commissioning vacuum packers

Labelling, Consumer Information and Allergens

Food allergen labelling and information requirements Technical Guidance

Guidance on labelling of food sold prepacked for direct sale

Online allergy training

Allergy Poster

Meat Labelling Guidance

SCREEN 4:

Animal Feed & Farming

Clean livestock

Copper for Bovines in Animal Feed

Feed Hygiene Regulations Scotland Q and A

Pesticide minimisation

On-farm incidents: How to protect your livestock and Scotland's food chain

Guidance on food chain information for keepers of cattle, sheep and goats

Guidance for Trichinella testing in feral wild boar

Dairy milk hygiene (1 March 2007)

Fish & Shellfish

E Coli Classification Protocol – shellfish harvesting

Freezing Fish and Fishery Products

Safe Smoked Fish tool

Managing Shellfish Toxin Risks in the Scallop Sector

Traceability and consumer information for fish landed in Scotland on the fish market

Imports & International Trade

Importing food

Import of bakery products

Import of cereals and cereal products

Import of confectionery products

Import of drinks

Import of food from within the European Union

Import of food/dietary supplements & health foods

Import of fruit and vegetables

Import of plant products (not fruit/vegetables) & vegetarian products

Import of sauces containing products of animal origin

OFFICIAL

Import of cooking oils

ASK IF USE COOKSAFE

You said that you recommend or discuss Cook Safe with businesses.

16. Please tell us what you like about Cook Safe? What is it about the content or format of the guidance that you think businesses use or find helpful?

OPEN

17. What, if any, improvements would you recommend making to Cook Safe to make it more accessible, useful or easier to understand for food businesses?

OPEN

ASK IF USE FRESH PRODUCE TOOL

You said that you recommend or discuss the fresh produce tool with businesses.

18. Please tell us what you like about the fresh produce tool? What is it about the content or format of the tool that you think businesses use or find helpful?

OPEN

19. What, if any, improvements would you recommend making to the fresh produce tool to make it more accessible, useful or easier to understand for food businesses?

OPEN

ASK IF USE ONLINE ALLERGY TRAINING

You said that you recommend or discuss the online allergy training with businesses.

20. Please tell us what you like about the online allergy training? What is it about the content or format of the training that you think businesses use or find helpful?

OPEN

21. What, if any, improvements would you recommend making to the online allergy training to make it more accessible, useful or easier to understand for food businesses?

OPEN

ASK ALL

22. How would you rate the overall quality of Food Standards Scotland guidance?

Scale:

- Excellent
- Very good
- Good
- Fair
- Poor
- Don't know

23. Thinking generally about all the guidance produced by Food Standards Scotland, what do you like about it?

OPEN

24. Here are some ways other people have described Food Standards Scotland's guidance. To what extent do you agree that Food Standards Scotland's guidance [is]...?:

Scale for each:

- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Don't know
-
- Easy for food businesses to find on the FSS website
 - Clearly written and easy for food businesses to understand
 - Available in formats that suit the needs of the food businesses you work with
 - Always kept up to date
 - Relevant to the types of food businesses you work with
 - Consistent with other regulatory or industry guidance
 - Helps you to advise food businesses effectively
 - Supports enforcement and compliance activities
 - Reflects the diversity of food businesses in Scotland
 - Used by the food business I work with
 - Trusted by the food businesses I work with

25. How do you usually find out about new or updated guidance from Food Standards Scotland?

Select all that apply:

- Email alerts/newsletters from FSS
- Internal local authority briefings
- Colleagues/peer networks
- Professional bodies
- Social media
- Other (please specify OPEN)
- Don't know

26. What, if any, other topics or issues should Food Standards Scotland produce guidance about? Please consider any information about food safety and standards that you think the businesses you advise would find useful.

OPEN

27. What, if any, improvements could Food Standards Scotland make to their guidance? Please consider anything that would make the guidance more accessible, easier to understand or easier to use for the food businesses you support.

OPEN

28. What, if anything, could Food Standards Scotland do to help you promote their guidance to food businesses, or to help you support food businesses to use it?

OPEN

29. Have you had any direct contact with Food Standards Scotland staff in the past year regarding their guidance or advice for food businesses?

Yes/no

IF YES:

Can you describe why you were in contact with Food Standards Scotland? For example, the issues you needed support with, and whether your contact with staff was helpful.

OPEN

Section 3: Non-FSS Guidance

30. Which, if any, of the following sources of guidance about food safety and standards do you use?

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Select all that apply:

- Food Standards Agency (FSA)
- Industry trade bodies (e.g. BRCGS, UK Hospitality)
- EFSA (European Food Safety Authority)
- Local authority networks
- Private consultants
- Other (please specify OPEN)
- Don't know (single code)
- None of these (single code)

ASK IF USE ANY OTHER SOURCES AT PREVIOUS QUESTION

31. Why do you use these non-FSS sources?

Select all that apply:

- Addresses issues outside FSS' remit
- Addresses issues not covered by FSS guidance
- More detailed/specific guidance than FSS
- Easier to access
- More up to date
- Better suited to certain business types
- Recommended by colleagues
- Other (please specify OPEN)

Section 4: Closing questions

ASK ALL

32. Are there any other comments or views you would like to share anonymously on Food Standards Scotland guidance?

OPEN

Interviews and recontact details

Thank you for responding to our survey. We are also interested in interviewing some survey respondents to discuss some of these issues in more detail. This would involve talking to one of our research team and would take up to 30-45 minutes.

Would you be interested in taking part in an interview as part of this research?

Yes

No [Route to end]

Thank you for your interest in taking part in an interview.

Please note that we can only conduct a maximum number of interviews, so it may not be possible to interview everyone who wants to take part. We might also have to be selective to ensure that we speak to a diverse range of people across the country.

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Please provide the following details and the best way to recontact you.

First Name

Last Name

How would you like us to contact you? (Please select one)

Phone (Please provide your phone number:_____)

Text (Please provide your phone number:_____)

Email (Please provide your email address:_____)

Post (Please provide your postal address:_____)

How would you prefer to take part in an interview? (You can select more than one)

Phone

Online (eg Zoom, Teams)

In-person

Thank you. Please click next to submit the survey.

Interview Schedule – Local Authority stakeholders V4

Introduction

Thank you for agreeing to speak with me today. I appreciate you taking this time to talk.

I am a researcher at The Lines Between, an independent research agency based in Edinburgh. Food Standards Scotland (FSS) has commissioned us to speak to a range of stakeholders, in addition to food businesses, about their perceptions and experiences of guidance available to support food businesses' compliance with food safety and standards.

FSS will use feedback from the research to develop future guidance to support food businesses in their compliance journey.

Some questions may be more applicable to you than others. However, we are keen to hear about your experiences, regardless of your level of knowledge or engagement with Food Standards Scotland. There are no right or wrong answers; this is purely to understand your thoughts and experiences. You don't have to tell me anything you don't want to. If you want to stop or take a break, we can do that anytime.

Our conversation will last for around 30 minutes.

Findings from this research will be reported at an overall level. These discussions are confidential, and we will not attribute feedback to any individual. However, we hope to use anonymised quotes to support the findings and bring the report to life. Be assured any quotes selected will be anonymised to protect the identity of participants. Is that ok with you?

I will record the conversation to ensure we have an accurate record and enable me to listen without having to take notes at the same time. After we speak, the recording will be transcribed and then deleted, and all data gathered through the research will be deleted at the end of the project.

Are you happy for me to record this conversation?

Do you have any questions before we begin?

[START RECORDING IF PERMISSION IS GIVEN]

Working with food businesses

- 1. Please can you tell me about your organisation and your role?**
 - 2. As part of your role, do you direct businesses to guidance about food safety and standards, or support them to use it? IF YES:**
 - Which types of businesses - i.e. sector, size, age, location, etc. – are most in need of guidance, and why?
 - Which types of businesses - i.e. sector, size, age, location, etc. – respond best to guidance and why?
 - Generally, what sort of guidance and support do you direct businesses to use?
 - IF NOT: Why not?
 - 3. What, if any, are the main compliance issues that arise with these businesses?**
 - What sort of guidance and support do you direct businesses to use to address compliance issues? Who produces that guidance?
 - 4. What is the level of awareness among businesses of their compliance requirements?**
 - 5. Are there any other ways in which guidance helps businesses? If yes, in what ways?**
 - 6. Has the type of guidance that businesses need changed over time?**
 - What is currently of most interest / most needed?
 - Allergens
 - Labelling
 - Does the guidance that is currently available meet businesses' needs?
 - If no, why not?
 - 7. Do you have any challenges in getting businesses to look for and use guidance?**
 - How do you encourage businesses that are less engaged or that you only see infrequently to refer to guidance?
 - How could food businesses be made more aware of the guidance that is currently available?
 - 8. Has your local authority created its own guidance?**
 - If yes, what is the guidance about?
 - Why is it needed / what gap is it filling?
 - What sources did you use to inform it?
 - How are food businesses accessing it / how do you promote or publicise it?
-

Awareness of FSS and use of its resources

- 9. Which, if any, guidance on food safety and standards produced by FSS do you use in your work?**
- Awareness/use of specific documents/resources
 - Probe for positives and negatives of specific guidance, if used.
- 10. How would you rate the overall quality of Food Standards Scotland guidance?**
- 11. What, if anything, do you like about Food Standards Scotland guidance?**
- What works well for you in your role?
 - What works well for the businesses you support?
- 12. Is FSS guidance trusted by food businesses? If not, why not?**
- 13. What improvements, if any, could FSS make to their guidance about food safety and standards?**
- If not mentioned, probe for:
 - Accessibility – is it in the best format, e.g. paper vs digital
 - Need for simple / easy to read / quick start / visuals and graphics
 - Does it need to be tailored to specific businesses? How could this be done?
- 14. How easy or difficult is it for you / food businesses to get the guidance they need from FSS?**
- Accessibility of website?
 - Could email / newsletters from FSS be improved? How?

Other sources of guidance

- 15. Have you ever used guidance, tools or training from other organisations?**
- 16. IF NO:** Why not?
- 17. IF YES:**
- From which organisations?
 - On what topics?
 - Why did you need it? How did you find out about it? How did you access it? How often did you use it?
- 18. IF YES: What, if anything, do other organisations do better or differently than FSS when producing guidance on food safety and standards?**

Final questions

- 19. Finally, are there any other comments or views you would like to share on how FSS could improve their guidance on food safety and standards?**
- This could be any improvements that would encourage greater use of guidance among food businesses, or that would make it more helpful for you in your role.

Ask if they can promote the survey with colleagues. Thank and close.

Interview Schedule – Wider stakeholders V2

Introduction

Thank you for agreeing to speak with me today. I appreciate you taking this time to talk.

I am a researcher at The Lines Between, an independent research agency based in Edinburgh. Food Standards Scotland (FSS) has commissioned us to speak to a range of stakeholders, in addition to food businesses, about their perceptions and experiences of guidance available to support food businesses' compliance with food safety and standards.

FSS will use feedback from the research to develop future guidance to support food businesses in their compliance journey.

Some questions may be more applicable to you than others. However, we are keen to hear about your experiences, regardless of your level of knowledge or engagement with Food Standards Scotland. There are no right or wrong answers; this is purely to understand your thoughts and experiences. You don't have to tell me anything you don't want to. If you want to stop or take a break, we can do that anytime.

Our conversation will last for around 30 minutes.

Findings from this research will be reported at an overall level. These discussions are confidential, and we will not attribute feedback to any individual. However, we hope to use anonymised quotes to support the findings and bring the report to life. Be assured any quotes selected will be anonymised to protect the identity of participants. Is that ok with you?

I will record the conversation to ensure we have an accurate record and enable me to listen without having to take notes at the same time. After we speak, the recording will be transcribed and then deleted, and all data gathered through the research will be deleted at the end of the project.

Are you happy for me to record this conversation?

Do you have any questions before we begin?

[START RECORDING IF PERMISSION IS GIVEN]

OFFICIAL

QUESTIONS IN BOLD / POTENTIAL PROBES AS BULLET POINTS

Working with relevant businesses

- 1. Please can you tell me about your organisation and your role?**
- 2. Does your organisation produce guidance about food safety and standards?**

IF YES:

- If yes, what is the guidance about?
- Why is it needed / what gap is it filling? Is there a reason why no one else currently produces that guidance?
- What sources did you use to inform it? Why?
- Which types of organisations (that your organisation supports) are most in need of that guidance, and why?
- How do the organisations you support access it / how do you promote or publicise it?

- 3. Have you used guidance from other organisations to inform your own guidance or training materials, for example?**

IF NO: Why not?

IF YES:

- Which organisations?
- On what topics?
- Why did you need it? How did you find out about it? How did you access it? How often did you use it?
- What do you like / dislike about this guidance from other organisations?

- 4. Does your organisation support your members / other organisations in your sector to access or use guidance about food safety and standards?**

IF NO:

- Why not?

IF YES:

- Which types of organisation - i.e. sector, size, age, location, etc. – are most in need of guidance or support to use it, and why?
- Which types of organisation - i.e. sector, size, age, location, etc. – respond best to guidance and why?
- What types of guidance do you support members with, or signpost them to?
 - What topics do they need guidance about?
 - Are there any specific compliance issues that your members / other organisations in your sector need support with?
- How do the organisations you support prefer to access guidance?

OFFICIAL

5. **Which organisations provide the best guidance for your members / other organisations in your sector, and why?**
 - On what topics?
 - What do you like / dislike about this guidance from other organisations?
 - What makes their guidance better than other organisations?
6. **Overall, does the guidance that is currently available meet the needs of your sector?**
 - If no, why not?
7. **Has the type of guidance that your sector needs changed over time?**
 - What is currently of most interest / most needed?
8. **How could the organisations you support be made more aware of the guidance that is currently available?**

Awareness of FSS and use of its resources

9. **Which, if any, guidance on food safety and standards produced by FSS do you use in your work?**
 - Awareness/use of specific documents/resources
 - Probe for positives and negatives of specific guidance, if used.
 - IF NONE: Why not?
10. **How would you rate the overall quality of Food Standards Scotland guidance?**
11. **What, if anything, do you like about Food Standards Scotland guidance?**
 - What works well for you in your role?
 - What works well for the businesses you support?
12. **What, if any, other topics or issues should Food Standards Scotland produce guidance about?**
13. **What improvements, if any, could FSS make to their guidance about food safety and standards?**
 - Presentation, layout/design
 - Accessibility, e.g. use in situ, simplify, avoid duplication
 - Preferred delivery format, e.g. print/leaflet/digital/face to face
 - Does it need to be tailored to specific businesses? How could this be done?
14. **How easy or difficult is it for you to get the guidance you need from FSS?**
 - Accessibility of website?
 - Could email / newsletters from FSS be improved? How?
15. **How do you usually find out about new or updated guidance from Food Standards Scotland?**

OFFICIAL

16. Have you had any direct contact with Food Standards Scotland staff in the past year regarding their guidance or advice for food businesses?

- IF YES: Can you describe why you were in contact with Food Standards Scotland, and was your contact with staff helpful?

17. IF YES: What, if anything, do other organisations do better or differently than FSS when producing guidance on food safety and standards?

Final questions

18. Finally, are there any other comments or views you would like to share on how FSS could improve their guidance on food safety and standards?

- This could be any improvements that would encourage greater use of guidance among food businesses, or that would make it more helpful for you in your role.