

Feed Delivery - Official Control Procedures

For Feed Officers

April 2021



Version Control

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V1.0	1 April 2021	New	1 July 2021	Next review date 1/7/21

Acknowledgements

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1. Introduction, Purpose and Scope

Introduction

From 1 April 2021, Food Standards Scotland is responsible for carrying out official controls (this includes sampling and inspections) and enforcement of feed law. The FSS Website provides detail on how these are delivered [OCs Delivery and Enforcement of Feed](#)

[The Feed \(Transfer of Functions\) \(Miscellaneous Amendments\) \(Scotland\) Regulations 2020](#) transfer competence for feed law functions from local authorities to FSS, and provides the power to delegate functions to a qualifying third party. In some areas of Scotland, FSS is delegating feed official control delivery to local authorities on its behalf.

Purpose

This document lays out the operational procedures which are required to be undertaken by Feed Officers (FSS and delegated agents) and to ensure a consistent approach to the delivery of the function to all primary food and feed establishments.

This document should be read in conjunction with the FSS Feed Manual, FSS Enforcement Policy; Feed Law Enforcement (Great Britain) and relevant legislation.

Scope

Official Control processes and procedures required in all types of Feed Business Operator establishments are within scope.

The following activities are exempt from food hygiene requirements and are therefore not in scope.

- primary production for private domestic use;
- the domestic preparation, handling or storage of food for private domestic consumption;
- the direct supply, by the producer, of small quantities of primary products to the final consumer or to local retail establishments directly supplying the final consumer.

Throughout the document, references to primary food production relate only to the primary production activities within scope, as above.

Please refer to the Feed Manual for the relevant legislative requirements covering this function.

2. Roles and Responsibilities

The following table lays out roles and responsibilities of the FSS central coordination function (Feed Delivery Branch (FDB)) and delivery by third parties (referred hereafter as “Agent”)

FSS (Feed Delivery Branch)	Delivery Agent (third parties)
1. Administration and management	
<p>Development and delivery of administrative systems for the feed delivery service including development of guidance, monitoring and audit systems;</p> <p>Service planning including annual report against service plan;</p> <p>Develop management reports including monitoring of FMIS, SFSD, outcomes of meetings with FSS/3rd party officers</p>	<p>Audit – cooperation during audit;</p> <p>Providing management information to FSS as required</p> <p>Participate in review of performance against the Delegated Service Level Agreement (DSLAs) for each third party – quarterly;</p> <p>Handling of service complaint from FSS</p> <p>Invoicing</p>
2. Official Control Planning	
<p>Development of inspection and sampling plan (8 weeks before each year, provide plan. Plan to have a fixed list with a small amount of flexibility (e.g. primary production))</p>	<p>Agreement of OC plan 4 weeks prior to start of year</p>
3. Horizon Scanning	
<p>Processing of intelligence, horizon scanning to inform risk analysis and prioritisation for intervention planning;</p> <p>Feed into the horizon scanning process from FMIS and any other means (identify trends for horizon scanning every quarter)</p>	<p>Officers to gather official control information through FMIS as usual</p> <p>Suspicion of feed crime to be reported to FDB</p>
4. Official control delivery	
<p>Interrogation and reports (FMIS);</p> <p>Interrogation and reports (SFSD);</p>	<p>Delivering a programme of risk based animal feed interventions, as agreed with FSS, and having full regard to and compliance with FSS guidance and advice, working with businesses to achieve compliance, using informal enforcement action;</p>

<p>Save FeBO inspection reports and analysis certificates to the FSS Sharepoint site (Electronic Information Storage System);</p> <p>Decision making – enforcement action;</p> <p>Engagement with analyst to coordinate analysis activity - What to expect and when? Annual plan and ad hoc updates</p>	<p>Refer matters for possible formal enforcement action to FDB</p>
<p>5. Enforcement administration</p>	
<p>Carry out formal enforcement action, with input from the officer responsible for the official control;</p> <p>Save FeBO enforcement notices and post-enforcement records to Sharepoint;</p> <p>With input from the officer responsible for the official control, referrals to Court and preparation of reports to the Procurator Fiscal;</p> <p>Handling of appeals to enforcement action;</p> <p>Arrangements for seizure, detention and destruction</p>	<p>Carry out enforcement action only in exceptional circumstances and on agreement with FSS</p> <p>Input as necessary e.g. witness statement, sampling certificate</p>
<p>6. Registration</p>	
<p>Feed business registration;</p> <p>Update premises lists;</p> <p>Advise agent and FeBOs</p>	<p>Pass on information re unregistered businesses to FDB. Refer business to the FSS Online Registration Platform</p>
<p>7. Approvals</p>	
<p>Approval of establishments - determination and paperwork</p>	<p>Pass on information re unapproved businesses to FDB. Refer business to FSS Online Registration Platform.</p> <p>In exceptional circumstances and with written agreement from FSS, carry out pre-approval work and approval inspection</p>

8. Incidents and Feed Complaints	
<p>All incidents/ feed complaints are referred to FSS (FDB and Scottish Food Crime and Incident Unit (SFCIU));</p> <p>Investigation of incidents and feed complaints and discussion with FeBOs as necessary;</p> <p>Referral to FSS officers for investigations and feed complaints and discussion with FeBOs at establishment if necessary;</p> <p>Referral procedure to other parts of FSS or OGD.</p>	<p>Referral of intelligence to FSS</p> <p>In exceptional circumstances and with written agreement from FSS, carry out investigations and feed complaints and discussion with FeBOs at establishment;</p>
9. Imports	
<p>Strategic management of imports;</p> <p>Point of entry registered with FSS</p>	<p>Inspection on FSS's behalf (either on interventions plan or ad hoc)</p> <p>Inland imports checks (as part of routine inspection)</p>
10. Equipment	
<p>For FSS delivery, FSS equipment ordering, maintenance and calibration</p>	<p>Officers to ensure equipment is available, maintained and calibrated</p>
11. Advice	
<p>Develop and provide officers with up to date technical advice, policy developments and any other guidance which will enable officers to carry their duties effectively;</p> <p>Arrange regular meetings (every quarter), ad hoc online meetings, as necessary, including liaison with other bodies involved in feed e.g. SGRPID, VMD, industry, using the SFELC Feed SC as a mechanism for this;</p> <p>Feed manual – update every 3 months, or as necessary;</p>	<p>Read and understand new advice/guidance</p> <p>Attend FSS/SFELC meetings in accordance with Schedule of meetings</p>

<p>Any other action required by FSS to deliver an improvement in compliance with relevant feed/food law;</p> <p>Where appropriate, promote the feed delivery service and the importance of safe animal feed</p>	
<p>12. Training</p>	
<p>Provide training to authorised officers based on feedback from regular meetings with FSS officers/ 3rd parties</p>	<p>Attendance at FSS courses, maintain minimum 10 hours CPPD per year, need to provide evidence of competence;</p> <p>Authorisation;</p> <p>Providing sufficient and appropriately qualified, competent, experienced staff and resources for implementing the feed delivery service within the agreed area of delivery (in accordance with the DSLA and the feed manual)</p>

Further details of Agent responsibilities are provided in the DSLA.

3. Feed Business Approvals/Registrations

General

The processing of feed business approvals is the responsibility of Food Standards Scotland Feed Delivery Branch (FDB). Arrangements for approval visits to establishments, to ensure compliance with the requirements, will be carried out by FSS Feed Officers in the first instance. Third party Feed Officers are expected, in the course of their duties, to pass on information regarding any unapproved businesses to FDB.

Registration and Approval

All businesses that make, use or market animal feed in Scotland need to be approved or registered by Food Standards Scotland, from 1st April 2021. This includes most livestock farms, arable farms that grow, use or sell crops for feed use, and fish farms.

As competent authority, FSS is responsible for the maintenance of the lists of registered and approved feed business establishments. The lists will be maintained on the databases supporting the FMIS and shall be updated in accordance with information received from FeBOs and authorised officers. The list is maintained by the FDB, taking inputs from Agents.

How to apply for registration and/or approval

Feed Business Operators must notify Food Standards Scotland of any establishment under their control active in any stage of the production, processing, storage, transport or distribution of feed, with a view to applying for approval and/or registration.

- The application form, can be found on the FSS Website [Registration and approval of feed businesses](#) with details of registration, forms and approval costs. Approval activities and examples under codes R 1 – R 14 (Registration Activities) and Codes A 1 – A 11* (Approvals) may be found in Annex 5.1 of the FSS Feed Manual.
- A Declaration form for approval without prior inspection is found at Annex 5.3 of the Feed Manual on the website.
- Annex 5.2 of the Feed Manual provides detailed information for approval and registration activities.

The Feed Business Operator is responsible for ensuring the application form has been properly completed. Where incomplete forms are received, FSS should assess the information so as to determine whether or not there is a need to contact the Feed Business Operator for more information. Where FSS believes that the details submitted are incorrect they should take all reasonable steps to verify the information before proceeding.

FeBOs may seek guidance from a Feed Officer to ensure the application is completed and has identified the correct activities for the establishment.

Feed business operators must also inform FSS of any changes to the name, business name, address, activity or ownership of a feed business establishment under its control, or its closure. In the event of temporary closure the Feed Business Operator is required to provide FSS with 2 weeks' notice of re-opening.

Conducting a pre-approval/approval visit

In exceptional circumstances, agent Feed Officers may carry out pre-approval work and approval inspections by agreement with FSS FDB. In such circumstances, the general procedure for carrying out an inspection shall be followed.

All approvals will be issued from the FSS FDB.

Appealing a Decision

If the premises are refused approval, the FeBO has a right to appeal to a Sheriff against the FSS decision. This is in accordance with Regulation 12 of the [Official Feed and Food Controls regulations 2009](#), as amended.

The time limit for lodging an appeal is one month from the date of the decision.

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Food Standards Scotland
Pilgrim House
Old Ford Road
Aberdeen AB11 5RL

Email: openness@fss.scot

Tel: 01224 285100

Withdrawal of Approval

FSS need to ensure that all food business operators of approved meat establishments are producing meat safely. Where this is not the case, FSS can recommend prompt withdrawal of approvals as the ultimate sanction.

Where Feed authorities become aware of businesses engaged in activities that require approval, but that are not approved, they should inform the FSS Lead Feed Officer via the Feed Delivery Branch, in writing, of the need for approval and **consider appropriate enforcement action**.

4. Authorisation of Feed Officers

Competency Framework

The Feed Manual (Chapter 3) lays out the requirements for the authorisation of Feed Officers in undertaking specific types of official feed control duties or roles. A Feed Officer must demonstrate, and provide evidence, that they meet the necessary competency and qualifications requirements.

The Competency Framework provides competency requirements for different activities. Competency in this context is a combination of technical and professional skills, knowledge and experience, and may include qualifications, that enable an officer to be appropriately authorised to deliver official controls. The Competency Framework will allow those delivering official controls to demonstrate their competency.

Type of establishment	Activity	Qualification	Competency within Framework (Annex 3.1)	Minimum Officer level
Farms	Official controls (excluding sampling)	Competency approach only	Competency 1	Level 1
All except farms and points of entry	Official controls (excluding sampling)	As detailed in 3.6	Competency 2	Level 2
Points of Entry	Official controls (excluding sampling)	Competency approach only	Competency 3	Level 1
All	Sampling	Competency approach only	Competency 4	Level 1
All	Enforcement	See note below	Competency 5	See note below

Note: Anyone undertaking enforcement action must meet Competency 5. In addition,

- for enforcement of establishments that are farms, they must meet competency 1
- for enforcement of establishments that are not farms or points of entry, they must meet competency 2 (as well as qualification requirements)
- for enforcement of establishments that are points of entry, they must meet competency 3
- for enforcement related to sampling, at any type of feed establishment, they must meet competency 4

Further information relating to specific qualifications, Transition Period arrangements and CPD attainment please see Feed Manual Chapter 3.

Training

The following feed training is required from 1st April 2021 and will be provided by FSS.

- Refresher course for level 2 officers
- How to carry out a visit (for new officers and refresher)
- Inspections at feed mills
- Inspections at pet food manufacturers on Apheya Victoria's List
- Sampling procedures
- Import requirements (old vs new requirements) on Apheya Victoria's List
- Primary production on Apheya Victoria's list
- Any additional requirements from the competency framework

5. Inspection

General

This procedure describes the arrangements for conducting inspections of feed establishments and for carrying out primary production feed and food hygiene inspections to ensure compliance with legal requirements. FSS Feed Manual Chapter 5 lays out the general requirements.

Service Plan

FSS shall produce an annual service delivery plan which shall be published on the FSS website, and shared with Agents.

Inspection Schedule

The 2021-22 inspection programme has been drafted with the intention of delivering interventions to the premises with the highest potential risk scores in the first years of the inspection programme. The inspection programme as a whole covers five years, and lower risk premises have been distributed among those five years to create a consistent level of inspections from year to year.

Premises Activity Codes	Premises Type	Potential Risk Score	Number of Inspections 2021-22
All A, R1, R2, R3, R4, R6	Approved, Manufacturers, Pet Food Manufacture	100	131
R12	Co-product Producers	80	182
R9	Stores	40	53
R8	Transporters	35	79
R7	Surplus Foods	30	118
R10/11	On farm Mixers	30	723
R5	Retailers	25	43
R13	Livestock Farms	20	170
R14	Arable Farms	15	8

Earned Recognition

Earned recognition, where compliant feed businesses benefit from reduced inspection frequency, is implemented from 1st April 2016. It aims to reduce the burden on compliant businesses whilst focussing enforcement activity at those businesses which are less compliant.

Earned recognition takes into account compliance history, risk and or individual steps a business takes to ensure compliance. If the FeBO is a member of a FSS approved assurance scheme, Paragraph 6.6 (“Earned Recognition”) applies.

To be approved, an industry scheme must meet FSS key requirements and criteria which may be found in the [“Memorandum of Understanding for Earned Recognition](#) (Feed Hygiene and Medicated Feed) Between: The Food Standards Agency, The Veterinary

Risk Rating

FSS developed the inspection programme based on the risk rating of businesses. The risk rating, (Annex 4.2) of the Feed Manual, determines frequency of interventions. The draft programme shall be shared with the Agent eight weeks in advance of the start of the year. The Agent and FSS shall agree the inspection programme 4 weeks before the start of the financial year.

The draft plan, developed by FSS for each LA area, has two elements. For those businesses that have an existing risk rating and therefore a due date for inspection, these details shall be specified. It is essential that planning does not compromise the 28 day window on either side of its due date to deliver the inspection. For those businesses that have not been previously inspected nor have received an inspection in a number of years, there will be some flexibility for the Agent to schedule each inspection. The Agent should aim to programme inspections in order to minimise excessive travel. Where possible, they should schedule inspections together that are in close geographical proximity to each other.

On an ongoing basis, FSS shall make use of the following information to determine each annual inspection plan and make any adjustments to the plan during the course of the year, when required according to risk:

- risk rating scores applied by the authorised officer, subsequent to the inspection;
- intelligence gathered which impacts on risk and compliance;
- known feed safety issues;
- ongoing membership of an approved FSS assurance scheme (“earned recognition”); and/or
- notification that an approved FSS assurance scheme has lost its approval (“earned recognition”)

Primary Production

When a farm is a feed business, it is also considered to be a food business:

	Feed	Food
Livestock	Feeding of animals	Rearing animals to enter the food chain as meat or another animal products
Arable	Arable farms may supply both the feed and food markets depending on market demands	

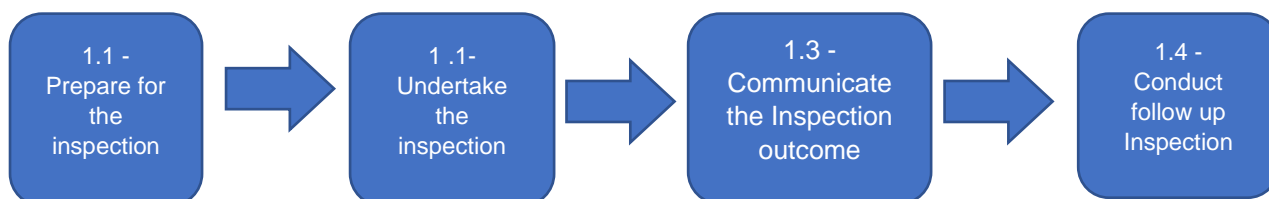
Inspections of food hygiene primary production are to be carried out at the same time as inspections of feed hygiene at primary production, in accordance with the feed law risk rating and frequency.

Further information can be found in the Feed Manual.

Conducting the Visit

Before a visit commences, the Feed Officer shall verify that any outstanding actions relating to the establishment have been closed off

Flow Chart Inspection Process



Objectives: 1.1 to 1.4

- confirm the purpose of the inspection
- research the products, activities, hazards and controls, and the compliance history of the regulated party, where applicable
- define / decide the inspection tasks to be included as part of the identified scope
- identify areas for inspection

Flow Chart Inspection preparation



2.1- Scope established by the reason for the inspection e.g. routine, incident response, intelligence led.

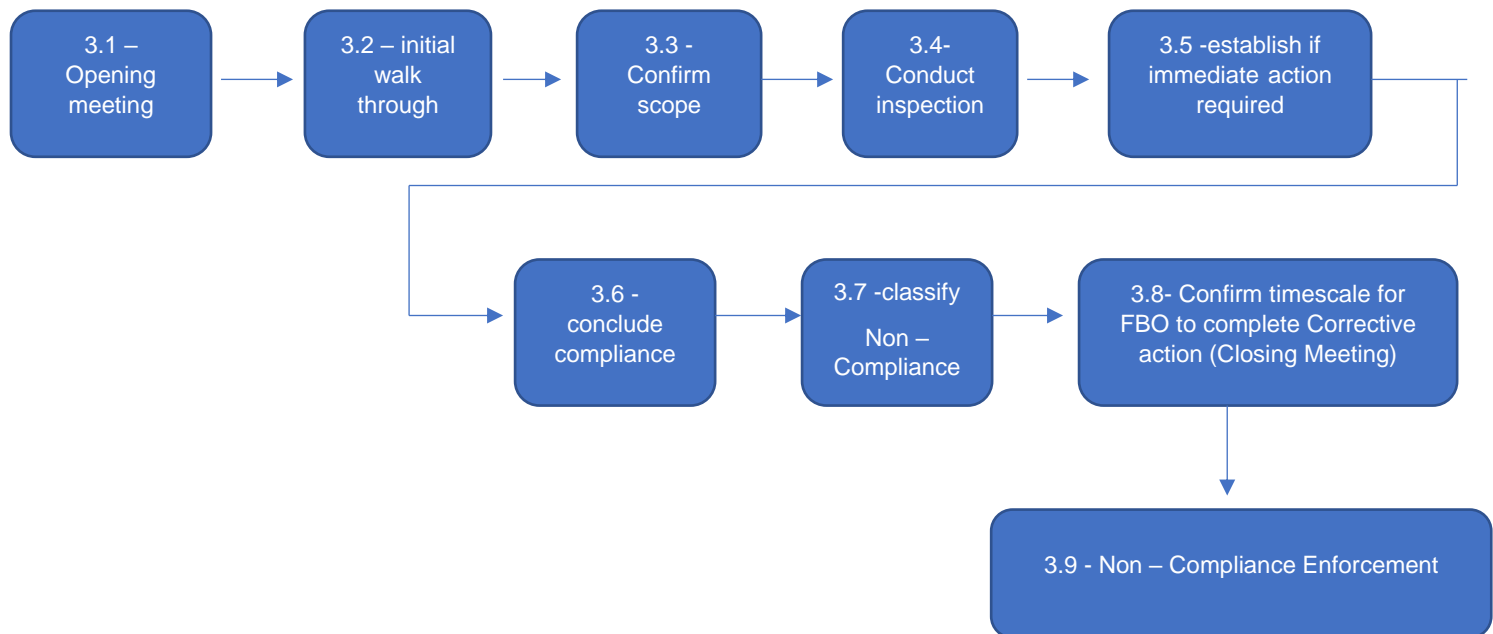
2.2 - Inspections may require individual or team attendance, confirm the skills, knowledge, experience and qualifications required to conduct the inspection.

2.3 – Review information with regard to the regulated party e.g. compliance history, operational guidance, legislation and any intelligence known/available.

2.4 – Notify regulated party, notification can be provided verbally or in writing and via an e-mail.

2.5- Establish equipment required based on scope of the inspection.

Conduct the Inspection



3.1 Conduct opening meeting, present identification to the Feed Business Operator on arrival and explain the purpose of the visit.

3.3 The Feed Officer may wish to conduct an initial walkthrough of the premises if required.

3.4 The Feed Officer will confirm the scope, with the caveat that this may be amended dependent on the officer findings or observations and the outcome of the visit.

3.4 Conduct the inspection

The Feed Officer shall:

- Carry out feed product and labelling checks as necessary.
- Carry out feed manufacturing processes and storage facilities checks.
- Carry out FeBO documentation checks (e.g. HACCP, GMP, SOP records)
- Take such feed samples as scheduled or as evidence.
- Record Feed Business details.
- Record compliance with legislation
- Record feed and food hygiene compliance
- Complete inspection report and upload to Feed Management Information System.
- FDB will provide a copy of the report to the Feed Business Operator and the Feed Officer either by email or post.

3.5 - The Feed Officer must take the following action(s) when non-compliances (NCs) are identified.

- If considered appropriate, discuss the severity of the NC with FSS contact to conclude if immediate action is required.
- Discuss the issue with the FeBO to confirm if further action is required, ensure immediate action is taken to control the affected product

3.6 - During the inspection, the Feed Officer shall gather information to determine compliance with regulatory requirements. The Feed Officer shall take into account all objective information regarding the compliance of the regulated party.

3.7 - The purpose of categorising an NC is to inform:

- timescale for FeBO to complete permanent corrective actions
- timescale for LA/FSS follow-up inspections
- adjustment of level of LA/FSS inspection regime

3.8 – Conduct closing meeting - Timescale to reflect severity of NC

3.9 - Anything that is not in compliance with regulations may be subject to enforcement by FSS.

Remote Inspections

In exceptional circumstances agreed with FSS, Feed officers may undertake remote inspections.

Remote assessment may include phone calls, other email submissions of information, video calls etc.

The first stage of remote inspection is issue the FeBO with a self-assessment report form <https://arcg.is/1naGz90> which will provide the recipient Feed Officer with full FeBO details, including approval number and approved activities, address details. The form will ask a series of questions which the FeBO is required to complete and to provide supporting documentary evidence for. Such evidence may include photographs where necessary.

All of the submitted information shall be assessed, and the Feed officer will complete a separate remote inspection form which would be logged on FMIS. The remote form will not affect the scheduled inspection date and the FeBO will receive a physical inspection visit according to the inspection plan.

Non-Compliance and Enforcement

As the Competent Authority FSS is responsible for enforcement activities related to Official Controls in approved and registered Feed establishments. FSS has an Enforcement Policy which is available via the website www.foodstandards.gov.scot.

Where a Feed Inspection has identified non-compliances which may require enforcement action, the FSS Lead Feed Officer must be consulted prior to any enforcement taking place.

Detention and Seizure

Whereas Enforcement activities will, in the main, be undertaken by FSS Feed Officers, there may be circumstances where Agent Feed Officers will be required to detain or seize Feed stuffs on behalf of FSS.

In such circumstances Agent Feed Officers may be required to detain feedstuffs where non-compliance has been identified and which may require further inspection or sampling. FSS Lead Feed Officer should be contacted and may advise that a detention notice may be applied which will detain the feedstuff in-situ and restrict access to it until further action is considered and taken.

In the rare circumstances which require the seizure of bulk feedstuffs, such action should only be considered in exceptional cases and after consultation with the FSS Lead Feed Officer. FSS may arrange transport and storage of the bulk feedstuffs at a locally arranged storage facility where security is paramount.

FSS Feed Manual annex 7 provides Prohibition, Detention, Withdrawal of Detention, Seizure and Health Risk No Longer Exists notices. The notices are also available on the iPad and may be served electronically.

6. Sampling

General

This procedure outlines the requirements to be followed by Feed (Sampling) Officers in procuring feeding stuff samples. These requirements ensure that all legal and in-house provisions are observed, continuity of evidence is maintained, and samples preserved from deterioration.

Most samples taken are informal samples for verification and surveillance purposes only. Formal samples, which may be used for enforcement purposes are taken in accordance with [Regulation 152/2009 \(europa.eu\)](http://europa.eu) laying down methods of sampling and analysis for the official control of feed (updated in accordance with various EU Directives). The Annexes to the Regulation set out the detailed procedures which must be followed when analysing animal feed for a range of specified substances of interest.

All formal samples are procured in a manner prescribed by The Feeding Stuffs (Sampling and Analysis) Regulations 1999, to ensure that the final sample submitted for analysis to the Public (Agriculture) Analyst is representative of the material from which the final sample was procured. Samples are analysed by the Agricultural Analyst and deputies appointed by Food Standards Scotland, in accordance with the Agriculture Act 1970.

Although no specific requirements relate to informal samples, Feed Sampling Officers shall endeavour to procure informal samples which are representative and homogenous.

Sampling Legislation

- The Agriculture Act 1970
- The European Communities Act 1972
- The Feeding Stuffs (Sampling and Analysis) Regulations 1999
- [Feed \(Sampling and Analysis and Specified Undesirable Substances\) \(Scotland\) Regulations 2010](#)

Note: Further guidance may be found on the Food Standards Agency website which covers requirements in Scotland [sampling guidance \(food.gov.uk\)](#)

Sampling Procedure

- Prior to taking any sample, the Feed Sampling Officer shall check the previous history of the establishment and ensure that no outstanding action exists.
- Where the sample is to be taken on an establishment due an inspection, a comprehensive visit may be made and an inspection carried out.
- Feed Sampling Officers shall ensure that the Feed Business Operator is aware of the reason for the visit and the purpose of procuring any particular sample.
- Feed Sampling Officers shall satisfy themselves that the conditions in which the feeding stuff is stored is suitable to avoid undue deterioration or cross contamination.
- Where appropriate, samples are only taken within 6 months of the date of delivery of the feeding stuff, and in all cases, the feeding staff is subject to an initial examination.
- Feed Sampling Officers shall satisfy themselves that, prior to sampling, there is sufficient material present to satisfy the quantitative requirements of The Feed (Sampling and Analysis and Specified Undesirable Substances) (Scotland) Regulations 2010.
- Feed Sampling Officers shall determine the quantitative requirements by reference to The Feeding Stuffs (Sampling and Analysis) Regulations 1999 . For liquid feeding stuffs, the Feed Sampling Officer shall refer to the regulations for precise requirements.

Note: there may be different quantitative requirements when sampling for the presence of undesirable substances.

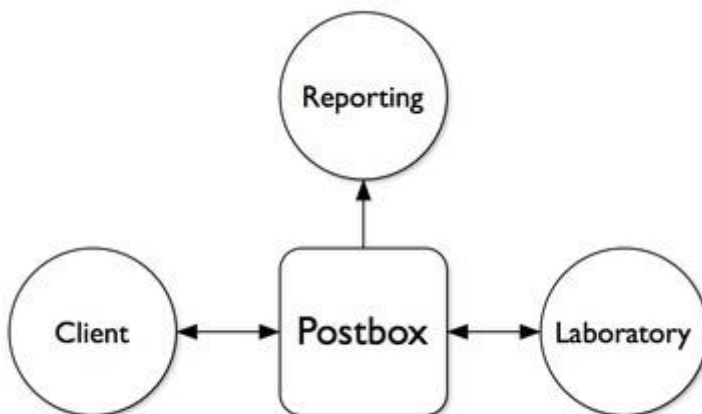
- Feed samples should be submitted to the Agricultural Analyst in a timely manner and taking into consideration the sample type. Feed Officers shall take guidance and agree with the Agricultural Analyst what sample analysis to be carried out in cases where there is cause for concern.
- Details of the product sampled shall be recorded on the Scottish Feed Sampling Database (SFSD)
- Equipment and apparatus used for taking samples are specified in the 2010 Regulations.

The Scottish Food Sampling Database (SFSD)

SFSD is a system which has been designed to collect sampling data in a structured and valid format which can be used for reporting and sample planning. The system is comprised of 3 main areas:

- Sample collection
- Laboratory Processing
- Reporting Database

All 3 areas of the system connect to a central control service which is referred to as the Postbox Service. This service is the hub for all traffic and is used to maintain a full audit of samples submitted to and returned from the laboratory.



- **Desktop Client**

The Desktop client is a bespoke application which is used to input the sample details in a strict structure to remove, where possible, data entry errors. Dropdown lists and progressive validation is used through the sample data entry process during the entry of data. Once the sample has been entered in a valid format this can then be submitted to the laboratory in a xml format that contains all sample information.

Each submission can contain one or more samples. The submissions are also encrypted before being sent to the postbox service

- **Laboratory processing**

When samples are submitted to the Postbox service the laboratory is also sent a notification from the Postbox service as an email, this can be sent to a specified email address or addresses with a summary of the sample(s) contained within the submission. The Laboratory can then download the sample(s) manually or a service can be installed to automatically pull new samples down from the Postbox service. The retrieval of the sample data is carried out by either the EncExtract desktop utility or the EncExtract windows service. EncExtract decrypts the data and saves the xml file into the desired location ready to be imported into the laboratory system.

The laboratory system processes the samples and exports out the data in the required xml format with the results of the tests. Each sample is required to have the following data attached after processing:

- Overall status of the sample: Pass or Fail
- List of test results. Each result will include:
 - A determination code which is required to specify the type of test including the substance and units used. A full list will be supplied.
 - Each result is also required to have an outcome code which indicates if the result is a pass or a fail. This is also used to determine what the test failed on and the severity of the fail.

On completion of the processing and testing of the sample the results are exported out to a location and EncExtract will either automatically return the results to the Postbox service or they can be manually return using the desktop utility.

- **Reporting Database**

The reporting database is the final destination of the sample submitted through the system, this is where the samples and results can be reported on. Data does not change in the reporting system, it is only updated when changes are applied to data in other parts of the system.

Equipment and Calibration Procedure

An approved contractor must be used for each item of equipment which requires formal calibration and the details of all equipment, including certificates of calibration are stored.

Storage and transport of Samples

Feed Officers will arrange facilities locally for the storage of samples and other evidence gathered during Official Control Inspections which meet minimum legislative standards.

Samples must be stored at a temperature that will not alter their composition. Facilities shall include a refrigerator/freezer unit which is used for the storage of feed samples only. In addition a separate refrigerator is used for the storage of swabs for use with the ATP monitors if required. Each unit shall be in a secure location and the temperature of both units monitored by the use of a data logger or similar.

The transportation of samples to the laboratory will form part of the arrangements with the Agricultural Analyst.

7. Biosecurity

General

Biosecurity is a series of measures and protocols designed to prevent potentially harmful biological agents (horticultural, animal or zoonotic) from entering or leaving a property.

The most important Biosecurity measures are

- the cleansing and disinfection of clothing, equipment, vehicles etc.

- work protocols designed to minimise movements, contact and therefore potential contamination of all people, vehicles and equipment used.

It is essential therefore that all Feed Officers carry out effective Biosecurity measures when entering and leaving any establishment.

General requirements for visit

The type of visit and establishment may determine the biosecurity risk and therefore the level of cleansing and disinfection (C&D) that the Feed Officer has to carry out. Feed Officers visiting farms to take samples or to carry out risk assessment, will as part of their duties have to walk around the establishment yard.

- As a matter of routine, Feed Officers will be required to wear protective footwear (normally Wellingtons) which should be cleansed and disinfected before and after walking round the establishment yard.
- Feed Officers visiting Farms to check On-Farm Records (unless provided electronically in advance) will likely visit the Farm House. Feed Officers will only be required to cleanse and disinfect if footwear becomes heavily soiled when leaving the farm.
- It may be appropriate, in some cases, for the Feed Officer to either wear a Waterproof Jacket and trousers or a boiler suit which can only be used once and then laundered.
- On arrival at an establishment, the Feed Officer should also consider the biosecurity requirements of taking personal vehicles on site and conform to any on site vehicle restrictions.

Health and Safety Requirements

Prior to the visit, all Feed Officers should familiarise themselves with relevant current health and safety risk assessments, COSHH assessments and other such information concerning establishment/farm safety.

FSS Feed Officers will satisfy themselves that they are familiar with the suite of Generic Risk Assessments (GRAs) found here [Feed Generic Risk Assessments](#) (link) covering hazards identified in types of establishments/premises where FSS Feed Officers may be required to visit to carry out Official Control functions including; Inspection/interventions; sampling; enforcement and incident management. In addition FSS Feed Officers should have access to all FSS Corporate risk assessments including Lone Worker and Driving at Work etc.

Guidance containing general advice for FSS managers and colleagues during the coronavirus (COVID-19) pandemic may be found at the following link. [Coronavirus \(COVID-19\) guidance](#). The guidance covers roles, responsibilities and general principles.

General Coronavirus (COVID-19) guidance and advice for businesses may be found on the FSS website at [Guidance for FBOs and their employees](#).

Agents carrying out Official Control functions shall satisfy themselves that suitable and relevant Risk Assessments are in place and available to their employees as required in the DSLA.

In all cases, where GRAs do not cover the full range of hazards, Feed Officers may be required to carry out Specific Risk Assessment or produce Safe Systems of Work in order to carry out the functions safely in all types of approved or registered establishments.

Generic Risk Assessments

There are currently 2 GRAs covering.

- Farm establishment types (including Fish Farms)
- All other FeBO establishment types

Feed Officers should ensure they are familiar with these GRAs (or agent equivalent) before undertaking an Inspection visit. The FSS GRAs covering may be found [here](#)

FSS Specific risk assessments below are also available.

- Lone Working – link [Lone Working](#)
- Driving at Work – link [Driving at Work](#)

First Aid Measures

Feed Officers should understand the first aid arrangements in place at each establishment should an accident or injury occur. This should include a list of on-site first-aiders and written assurance that there is access to them during the visit should it be required.

Agents should consider providing lone workers with a basic travelling first aid kit.

Use of disinfectants

If the Feed Officer is required to use disinfectants they must ensure they have a suitable supply of clean water or eye wash fluid readily available. For all disinfectants, the following precautions should be followed:

- Read the instructions on the packet and take note of safety information
- Avoid contact with eyes and skin
- Always wear eye protection and gloves when handling concentrated disinfectant.
- When using powder concentrate, in order to avoid inhalation of the dust, open the sachet under water.
- Always add the concentrated product to the water and mix thoroughly. Warm (not exceeding 40⁰ C) but not hot, water can be used with most disinfectants but this should be checked before use.
- Do not mix with other chemicals.
- Keep away from children.
- Disinfectants used must be monitored to ensure they remain active and within use by dates.

Note: There is a risk that frequent skin contact with certain disinfectants could lead to the development of contact dermatitis. The higher strength concentrations used for disinfecting boots etc should not be allowed to come into contact with skin and **MUST NOT** be used for hand washing. A liquid soap should normally be used for hand washing purposes.

8. Ordering Process (Equipment and Consumables)

General

Each Feed Officer shall ensure they have access to all equipment which may be required to carry out his/her duties, including but not restricted to:

- Suitable protective clothing,
- Thermometer
- Moisture meter
- ATP monitor,
- Mobile device (with built-in camera),
- Mobile phone,
- Sample bags/kits (inc. sampling spear) and cool boxes.
- An Official Notebook which can be used in situations where formal action, which may lead to a report to the Procurator Fiscal exist.
- Labels, bags, jars etc
- Torch

Start-up equipment and consumables may be supplied by FSS to all participating agents, thereafter the ordering and provision of equipment shall be carried out via the Feed Officer's employer. In the case of FSS Feed Officers this will be via the Feed Delivery Branch.

9. Incident Management

General

All feed alerts are received from Food Standards Scotland FSS incidents team and include UK wide data. Action will depend on the nature of the incident and be dealt in accordance with FSS Feed Manual procedures.

All feed incidents shall be notified to FSS using the incident form found here <https://erdm.scotland.gov.uk:8443/documents/A32662967/details> .When emailing the form, it should be sent both to the [Incidents team](#) and the [Feed Delivery Branch](#).

In the case of hazardous incidents, authorised officers shall also contact FSS at the earliest opportunity and by the quickest available means (Incidents team: 01224 288379 or FDB: 0330 912 0377). The incident report form can be found at Annex 8.2 of the Feed Manual and is also available online at: <https://www.foodstandards.gov.scot/publications-and-research/publications/foodincident-report-form>

FSS may be notified of an incident as a result of analysis by the Agricultural Analyst.

Requirements of the FeBO regarding Incidents

FeBOs are legally required to inform their [local authority](#) and Food Standards Scotland if there is a reason to believe that food or feed is not compliant with [food or feed requirements](#). The authorities will advise you of any action you might need to take.

10. Data Recording and reporting

General

Feed Officers are provided with iPads for the collation of all inspection data. Inspection reports are then uploaded and stored in the FMIS database. Training and instruction in this process is provided by FSS.

Feed Management Information System

FSS uses a Feed Management Information System (FMIS) for holding all feed establishment records. The information collected is used on an annual basis to develop the risk based intervention programme.

Use of FMIS reduces pre and post inspection administrative workload and captures information in a centralised system to allow FSS to accumulate a national picture of feed activity and compliance.

For recording and reporting an inspection, Feed Officers shall:

- Set up iPad with Apple ID and download Survey123 and the inspection form, and any other relevant form to FSS's instructions (e.g. revisit, incident notification)
- Select the premises to be inspected and select activities. The business activity/activities will be prepopulated with information from the feed premises register, and relevant section of the inspection form will appear based on the recorded activities. This can be edited by the officer during an inspection if they regard the information as incorrect.
- Select the type of visit (e.g. inspection, sampling, approval). The inspection form relevant for the premises type will display. The date will default to current date; both these fields are mandatory on the inspection form.
- Record adequate information in all relevant sections of the form, including photos. Each question has the option to add up to 3 photos using the camera icon. The folder icon allows for adding further photos from the iPad camera roll.
- Each section shall be marked compliant or non-compliant with an overall compliance score selected at the end.
- Select an outcome (e.g. no further action, revisit, refer to FSS for enforcement)
- Submit the form within 2 days of the visit.

Document Control

The aim of this procedure is to ensure that only current copies of appropriate documentation including policies, procedures, legislation and codes of practice are readily available for enforcement personnel.

- All internal feed safety policies and procedures are stored securely on eRDM. These are the controlled version of policies and procedures used by enforcement officers.
- Any changes to policies and procedures can only be authorised by the FSS Lead Feed Officer
- Any hard copies taken from FMIS shall always be regarded as uncontrolled.

The FSS Website, FMIS, Sharepoint and eRDM shall be the controlled sources of statutory instruments, codes of practice and other feed related guidance for enforcement

officers. These sites are regularly updated by the providers to ensure that the information is up to date.

Any hard copies of legislation or guidance taken from these sites shall always be regarded as uncontrolled.

- Food Standards Scotland website

However in order to allow ease of access for the enforcement officers the following legislation and guidance is available here:

- [Part IV of the Agriculture Act 1970](#), in so far as it relates to animal feeding stuffs;
- [The Animal Feed \(Basic Safety Standards\) \(Scotland\) Regulations 2018](#);
- [The Animal Feed \(Scotland\) Regulations 2010](#);
- [The Feed \(Hygiene and Enforcement\) \(Scotland\) Regulations 2005](#);
- [The Official Feed and Food Controls \(Scotland\) Regulations 2009](#);
- [Genetically Modified Animal Feed \(Scotland\) Regulations 2004](#)
- [Genetically Modified Organisms \(Traceability and Labelling\) \(Scotland\) Regulations 2004](#)
- [Feed \(Sampling and Analysis and Specified Undesirable Substances\) \(Scotland\) Regulations 2010](#)
- [The Official Feed and Food Controls \(Miscellaneous Amendment\) \(Scotland\) Regulations 2019](#)
- The Feed (Transfer of Functions) (Miscellaneous Amendments) Scotland Regulations 2020
- [Regulation \(EC\) 178/2002](#);
- [Regulation \(EC\) 1831/2003](#);
- [Regulation \(EC\) 1831/2005](#);
- [Regulation \(EU\) 767/2009](#);
- [Regulation \(EU\) 2017/625](#);
- [Regulation 2019/1793](#)

A review will happen annually or whenever there are any significant changes in food or feed safety law or enforcement practice. The review will be undertaken by the FSS Lead Feed Officer.

For all data collected under the new Feed Official Control delivery model, FSS shall be considered the Data Controller in all instances.

Local Authorities shall remain Data Controller for legacy data collected prior to 01/04/2021 until such time as this data is superseded or otherwise becomes redundant under terms of the GDPR. FSS shall also be a Data Controller for legacy Data with LAs and FSS acting in a Dual Controller capacity.

DSAs shall be considered Data Processors when collecting, transferring or otherwise using data collected under the terms of the DSLA from 01/04/2021.

Further Information regarding personal data held and provided to FSS

[Privacy notice Animal Feed Registration and Approvals](#)

11. Internal Monitoring

DSLA Management and KPIs

From 1st April 2021, the Official Feed Controls and Enforcement (Scotland) Miscellaneous Amendment Regulations 2020 (the “**2020 Regulations**”), provides FSS with certain powers and is the enforcement authority and competent authority under certain legislation and regulations relevant to the Official Controls.

FSS has delegated Agents to carry out the Official Controls for and on behalf of and in the name of FSS under the terms laid out in the Delegated Service Level Agreement (DSLA).

The DSLA Schedule Part 1 (Services and KPIs) lays out the requirements and arrangements including Key Performance Indicators. The Feed Manual provides a table of KPI descriptors and measurements. There are 4 KPIs:

- The Official Controls are completed in accordance with the agreed Monthly Plan.
- Maintenance of inspection records, including approval recommendations (where requested by FSS).
- Sampling
- Sample processing

FSS Oversight

Each month a report is generated from FMIS to ascertain if the number of interventions/inspections are in accordance with the scheduled interventions/inspections assigned to each agent.

All letters sent out following inspections or feed complaint investigations are checked and signed off by the FSS Lead Feed Officer.

The FSS Lead Feed Officer will monitor sampling reports on SFSD. In both formal and informal sample cases with non-compliant results, the Agricultural Analyst will advise the FSS Lead Feed Officer by email as soon as practicable in order for the LFO to interrogate the report on SFSD and determine if there is any requirement for further action or enforcement.

The FSS Lead Feed Officer is responsible for the monitoring and assessment of FSS Feed Officer competency within the structure of the FSS Performance Management Policy and may choose to accompany the FSS Feed Officer during Official Control activities as part of such and assessment.

Reviews and Meetings

Regular FSS Branch meetings are held where work allocation is discussed and any problem areas highlighted. At the same meetings any outstanding inspections or other problems are discussed collectively with the Branch and/or relevant officer. In addition, internal monitoring reports exist within the computer database, which are run periodically and before every Branch meeting to identify any missed inspections or errors from inspection data.

Review meetings will be conducted between FSS and Agents as set out in the Schedule of Meetings (Feed Manual 2.3), and as otherwise provided for in the Feed Manual.

In the event of a non-compliance against the DSLA where considered necessary by FSS, a plan detailing corrective actions and timescales for their implementation, shall be agreed to address any shortfalls in performance identified.

Additional ad hoc meetings to discuss the above issues may be called by either party as and when required.

Audit Process

FSS will conduct formal evaluations (audits) of the Agent's performance of the DSLA from time to time.

The Agent shall allow FSS (or its appointed auditors) to access, inspect and audit the Agent's premises, personnel, systems and records relevant to this DSLA.

The Agent shall provide FSS (and its auditors) with all reasonable co-operation, access and assistance in relation to each audit.

FSS shall provide at least five (5) Working Days' notice of its intention to conduct an audit and any audit shall be conducted during normal working hours.

Agent Internal Monitoring

The Agent shall carry out internal monitoring, following the process in Chapter 9 of the Feed Manual, to review progress against the Annual Plan and Monthly Plans and to ensure that the Official Controls, and subsequent actions, have been undertaken in accordance with the Feed Manual.

The Agent shall provide such monitoring information to FSS every quarter (by the 5th day of the month following the end of the quarter: July, October, January and April) and in accordance with the Feed Manual

Complaints about the Service

Anyone who is dissatisfied with the service can make a formal complaint in accordance with Food Standards Service corporate complaints procedure which provides that FSS will address complaints as follows:-

Our complaints procedure has two stages:

- **Stage 1: frontline resolution**

FSS aim to resolve complaints quickly and close to where we provided the service. This may mean an immediate apology and explanation, and immediate action to solve the problem. This should take five working days unless there are exceptional circumstances. If an FeBO unhappy with a particular aspect of our service, this can be raised with the FSS staff member the FeBO generally deals with.

If FSS is unable to resolve a complaint at this stage, an explanation will be provided as to why and advise the FeBO of what they can do next.

- **Stage 2: investigation**

FSS deal with two types of complaint at this stage:

- those that could not be resolved at stage one
- those that are more complex and require more detailed investigation

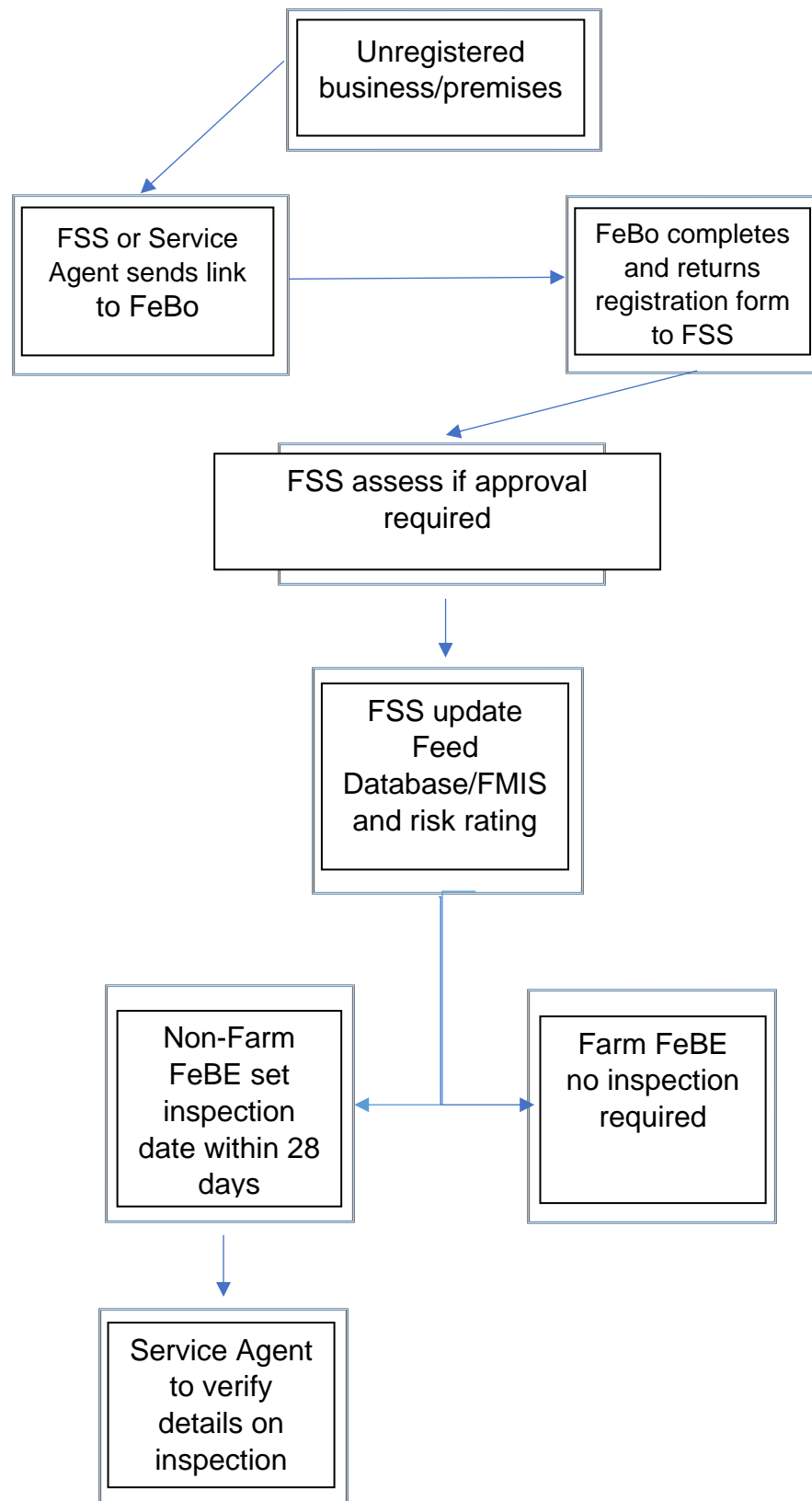
FSS aim to resolve stage two complaints within 20 working days, although sometimes this may take longer. Contact us at openness@fss.scot

If an FeBO remains dissatisfied with the FSS decision or the way in which the complaint has been dealt with, they may ask the [Scottish Public Services Ombudsman](#) to look at it.

Further details of the complaints process can be found in the “How we Work” section of FSS website at [How-We-Work](#)

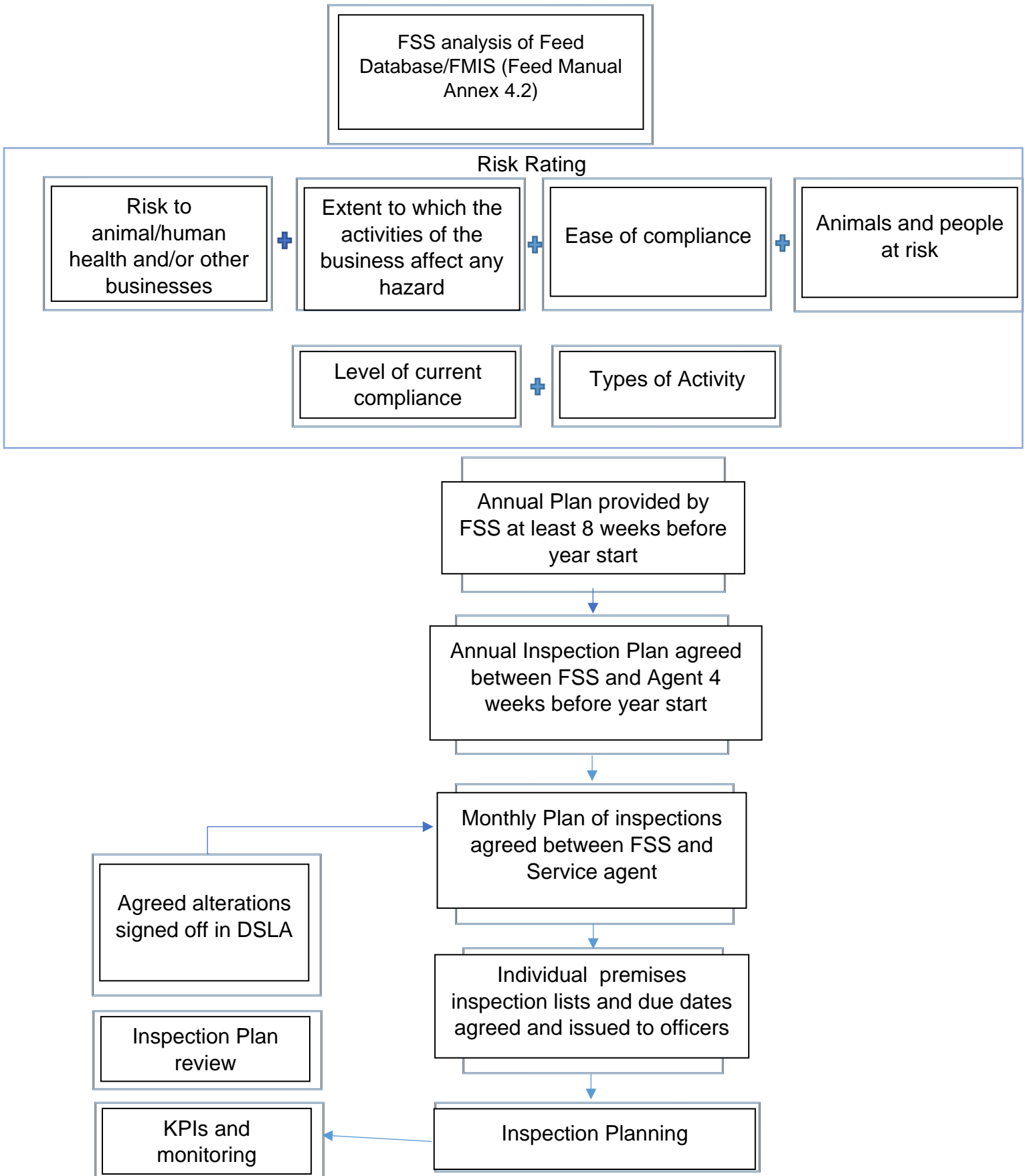
12. Appendices

Approvals

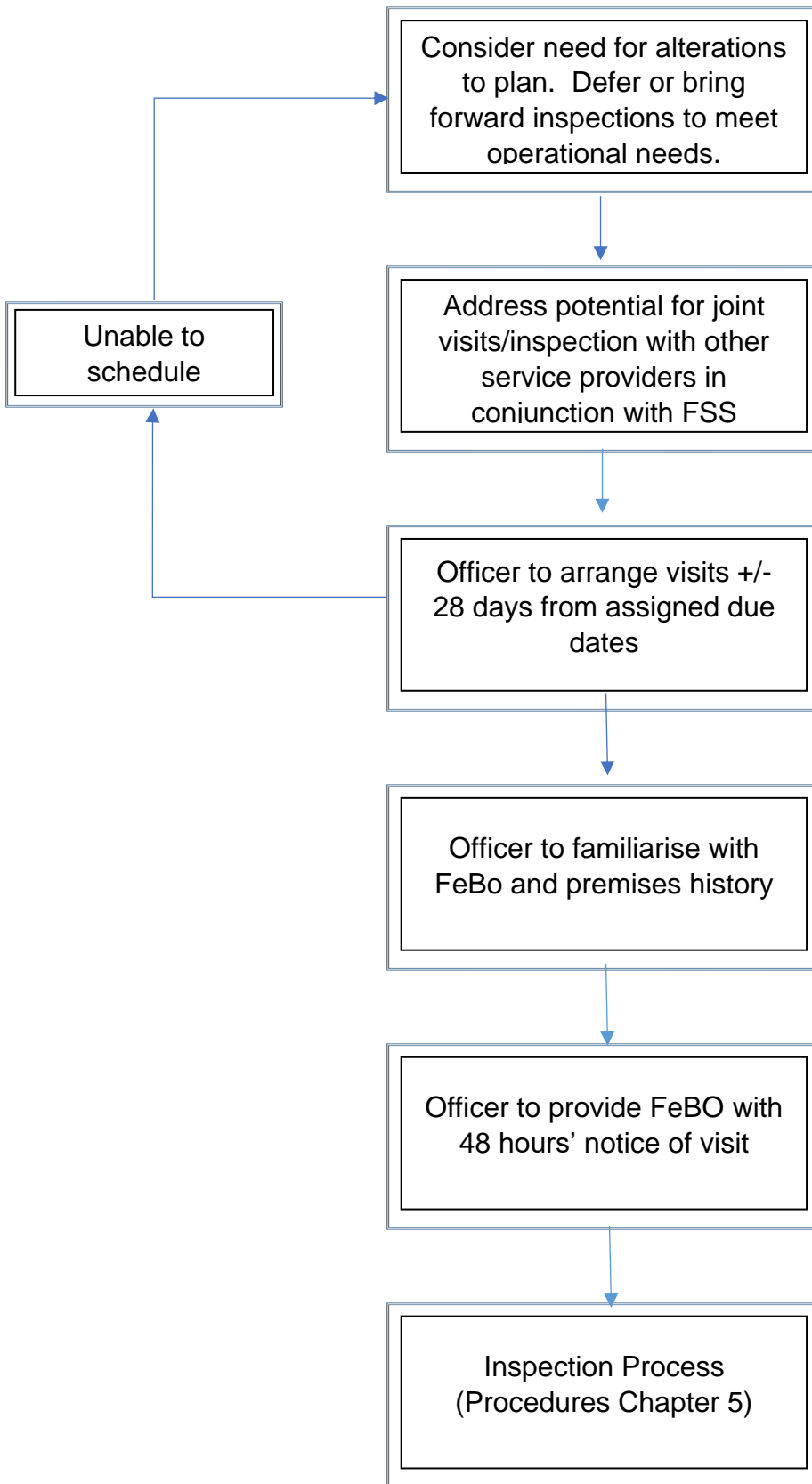


Development of Inspection Programme

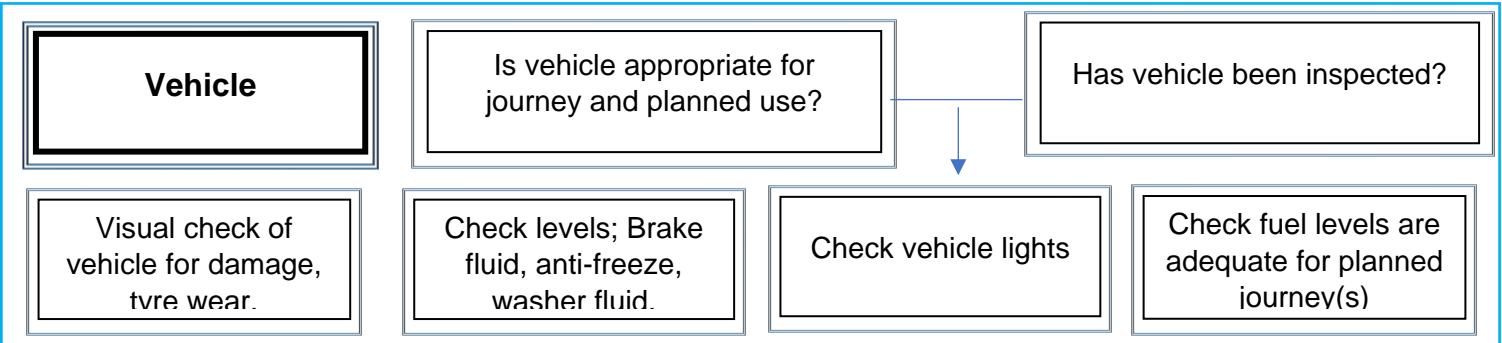
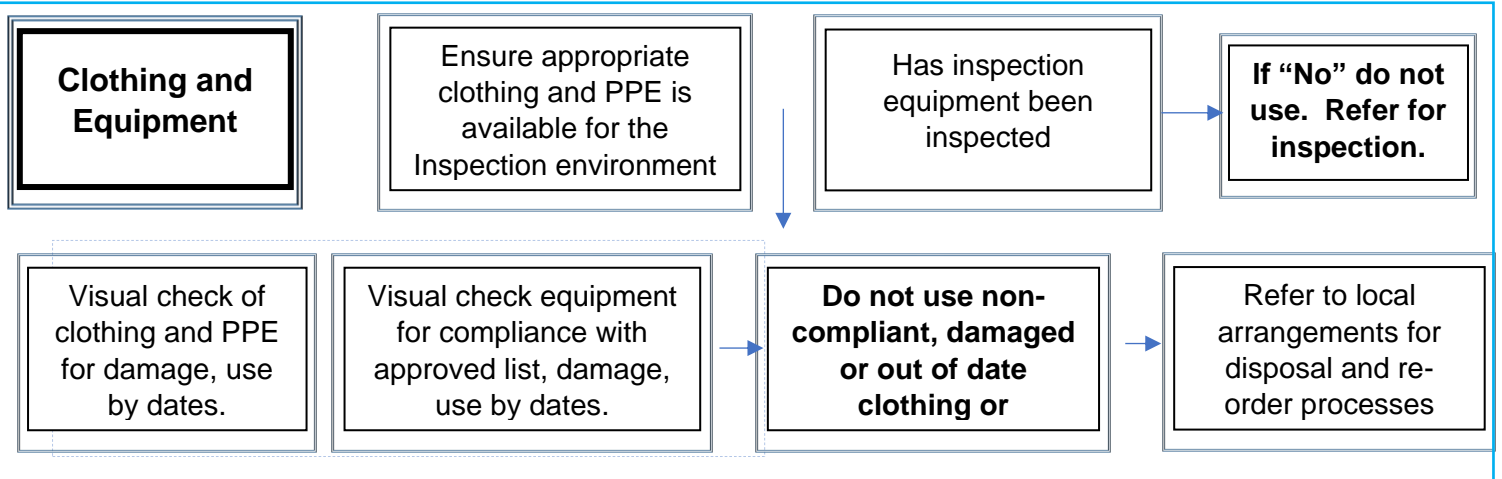
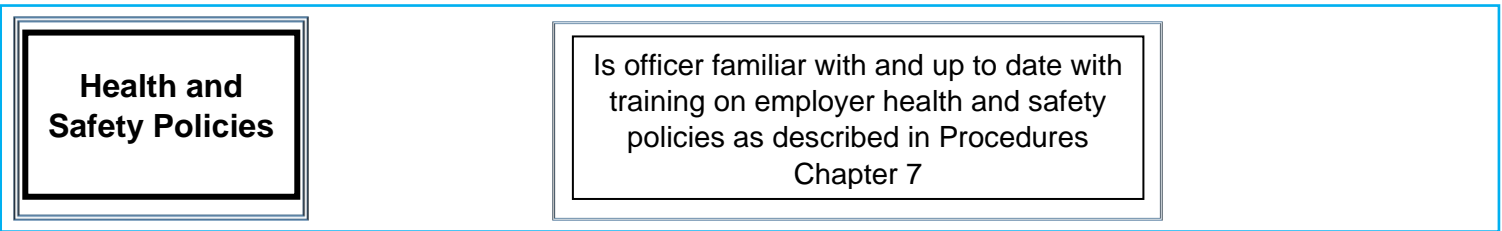
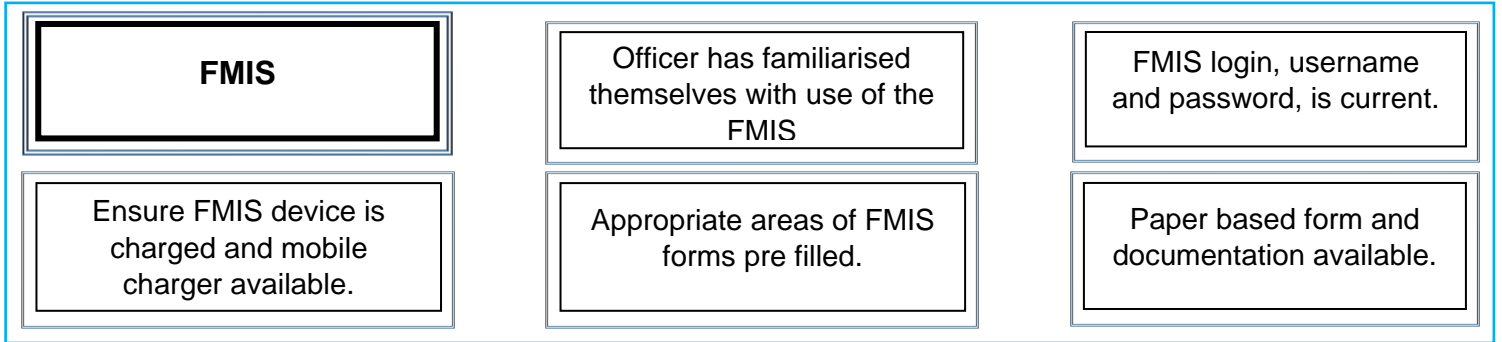
Unless otherwise instructed, interventions undertaken under this arrangement will be inspections and sampling visits. Interventions types will be reviewed after five years.



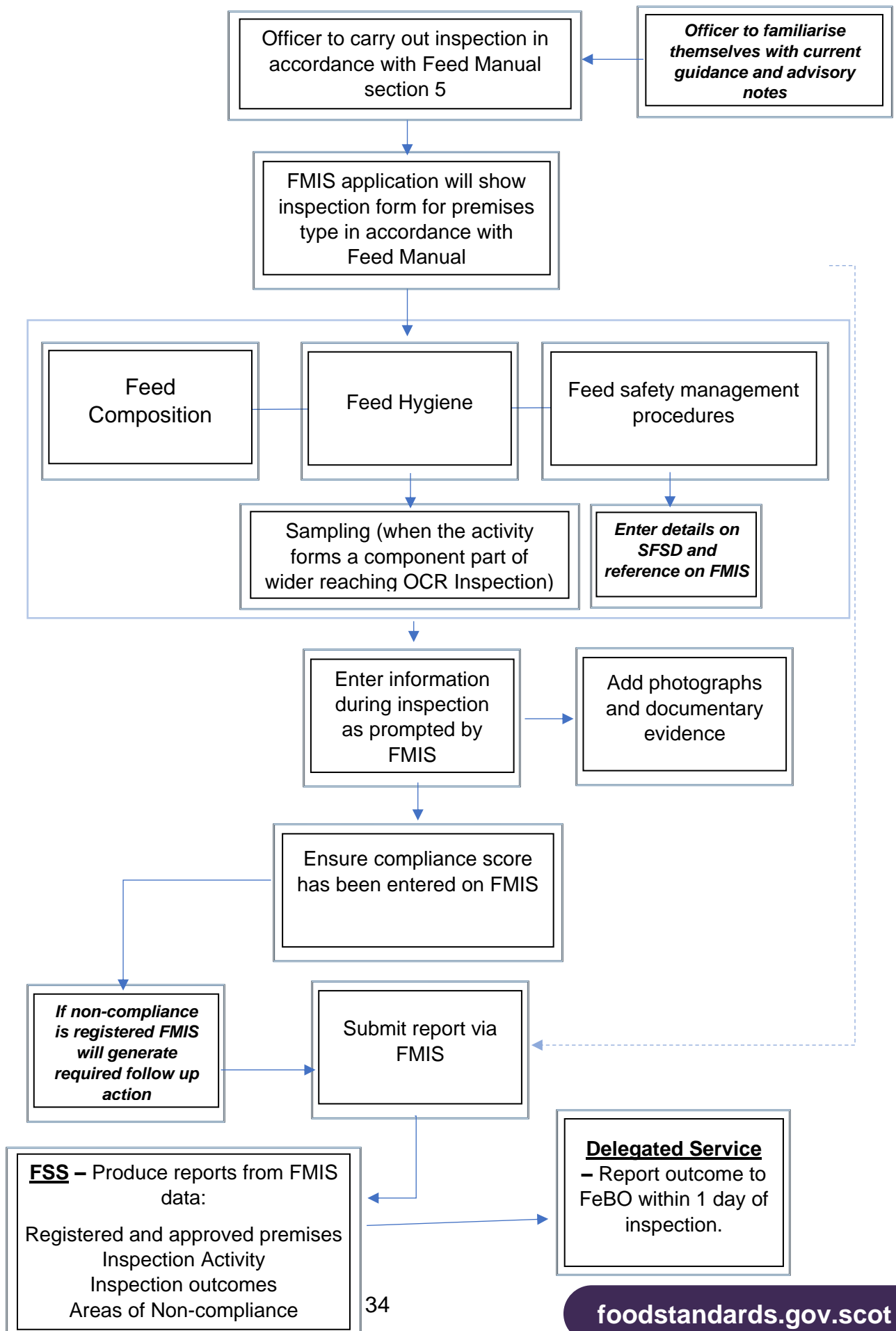
Inspection Planning



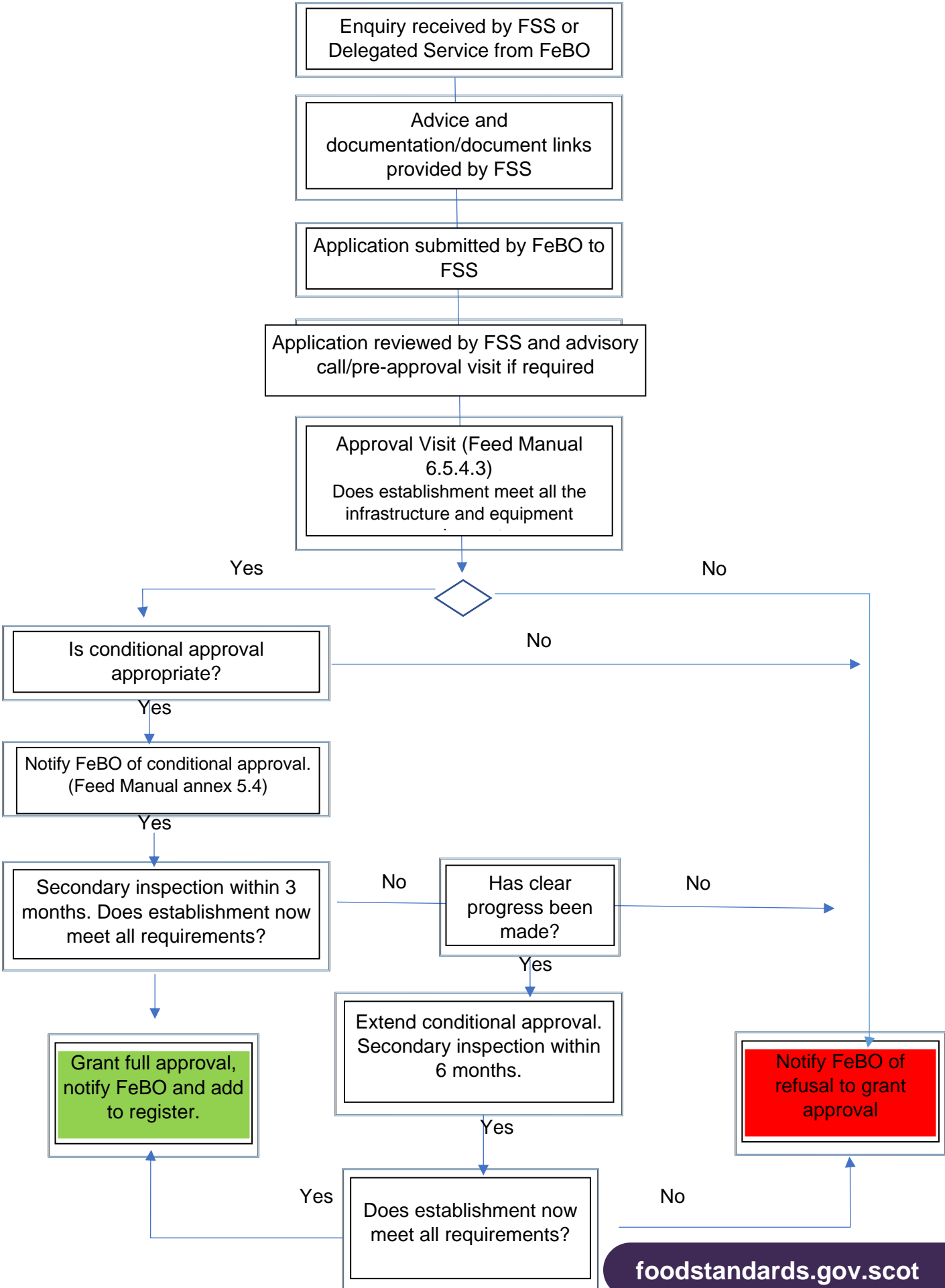
Pre-Inspection Checklist



Inspection Process



Approval of New Establishment

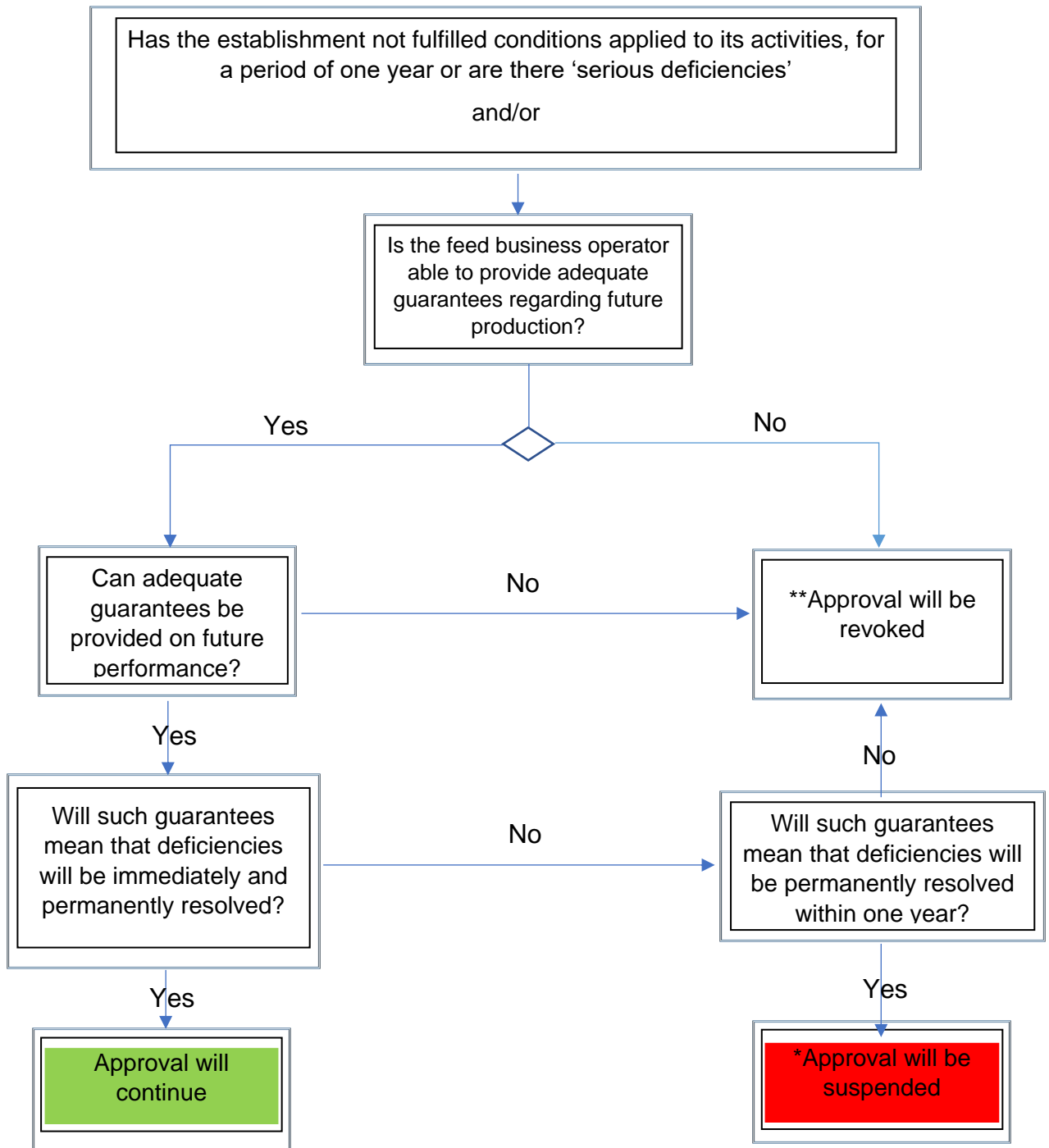


Suspension or Revocation of Approval

***Suspension** of an establishment's registration or approval should only be recommended if other enforcement options have been considered and circumstances exist in accordance with Article 14 of Regulation (EC) No. 183/2005. FSS shall notify the FeBO of suspension (Feed Manual Annex 5.7)

****FSS** should only initiate procedures to **revoke** an establishment's registration or approval if other enforcement options have been considered and discussed with the Delivery Partner, including suspension of the registration or approval, and if circumstances exist in accordance with Article 15 (a) or (b) of Regulation (EC) No. 183/2005:

- a) it is shown that the establishment has not fulfilled the conditions applicable to its activities, for a period of one year; or
- b) it identifies 'serious deficiencies' or has had to stop production at an establishment repeatedly and the feed business operator is still not able to provide adequate guarantees regarding future production. (Feed Manual 5.8)



The Animal Feed Law Risk Rating System

Part 1: The Potential Risk		Factor Description
A. Risk to animal/human health and/or other businesses		This factor considers the potential adverse effect on animals/human health, and the consequences for other businesses, should the establishment not comply with feed legislation. Consequences for other businesses include the economic effects of unfair trading and the potential harm to animals and human health.
B. Extent to which the activities of the business affect any hazard		This factor considers the type of activities that the feed business undertakes, the need for any of those activities to be closely monitored and controlled, and the FeBOs potential effectiveness in maintaining compliance with animal feed law. Consider whether the business produces, labels, or advertises products to which animal feed law applies. If the business produces its own products, consider the monitoring and control of recipes and ingredients.
C. Ease of compliance		This factor considers the volume and complexity of animal feed law that applies to the business and with which it has a responsibility to ensure compliance. Consider the range and complexity of products, processes and services including the supply of raw materials. Consider the level of difficulty of the task for the FeBO including how easy it is to recognise a hazard.
D. Animals and people at risk		This factor considers the number of animals/people likely to be at risk if the business fails to comply with animal feed legislation.
Part 2: Level of Current Compliance Score (LOCC): This factor considers the level of compliance with animal feed law observed during an inspection, adherence to relevant UK or EU Industry Guides to Good Practice and standards produced by assurance should be considered.		
LOC Score	Level	Description
100	Poor Compliance	No evidence of feed safety management/documentated procedures. Significant hazards not understood and no effective controls in place. Staff not suitably supervised, instructed and/or trained and no appreciation of feed hazards or controls. Poor track record.
70	Varying Compliance	Feed safety management/documentated procedures inappropriate or inadequate. Significant hazards not fully understood and not all controls in place. Significant improvements in feed safety procedures/implementation of controls required. Some staff not suitably supervised, instructed and/or trained. Varying track record.
42	Satisfactory Compliance	Generally satisfactory feed safety controls in place. All significant hazards understood and controls in place. Feed safety management records appropriate and are generally maintained but some deficiencies/gaps identified. Staff generally suitably supervised, instructed and/or trained but there may be some minor issues. Satisfactory track record.
21	Broad Compliance or Better	Feed safety management/procedures in place. Hazards understood, properly controlled, managed and reviewed. Feed safety management records appropriate and are generally maintained. Staff suitably supervised, instructed and/or trained with good staff knowledge and new staff receiving induction training. Good track record.
0	A minimum of Satisfactory Compliance and a member of an Approved Assurance Scheme	Business qualifies for earned recognition through being a compliant member of an approved industry feed assurance scheme.
Inspection Frequencies		
Category	Total Risk Score Range (The total Risk Score is the sum of the potential risk and LOC scores)	Minimum Intervention Frequency
A	147 to 200	at least every 12 months

B	122 to 146	at least every 24 months, except where earned recognition applies
C	106 to 121	at least every 36 months, except where earned recognition applies
D	85 to 105	at least every 48 months, except where earned recognition applies
E	0 to 84	at least every 60 months, except where earned recognition applies

Abbreviations

AA	Agricultural Analyst
ATP	Adenosine Triphosphate
C&D	Cleansing & Disinfection
COSHH	Control of Substances Hazardous to Health Regulations
CPD	Continuing Professional Development
DSLA	Delegated Service Level Agreement
eRDM	Electronic Records & Document Management
FBO	Food Business Operator
FeBO	Feed Business Operator
FDB	Feed Delivery Branch
FM	Feed Manual
FMIS	Feed Management Information System
FSA	Food Standards Agency
FSS	Food Standards Scotland
GMP	Good Manufacturing Practice
GRA	Generic Risk Assessment
HACCP	Hazard Analysis Critical Control Points
IMF	Incident Management Framework
IMP	Incident Management Plan
IMT	Incident Management Team (external)
KPI	Key Performance Indicator
LA	Local Authority
LFA	Local Food Authority
LFO	Lead Feed Officer
MoU	Memorandum of Understanding
NC	Non-compliance/compliant
OC	Official Control
OGD	Other Government Department
OIT	Operational Incident Team
PPE	Personal Protective Equipment
RASFF	Rapid Alert System for Food and Feed
SFCIU	Scottish Food Crime and Incidents Unit
SFSD	Scottish Feed Sampling Database
SGRPID	Scottish Government Rural Payments and Inspections Directorate
SFELC	Scottish Food Enforcement Liaison Committee
SOP	Standard Operating Procedure
UKAS	United Kingdom Accreditation Service
VMD	Veterinary Medicines Directorate



**For safe food and
healthy eating**

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