

Food Standards Scotland FOI 2016-17 – 1 – Annex

Call from East Dunbartonshire Council
8 April 2016 at 15:00

Initial Notification - Call from East Dunbartonshire Council at 15:00 advising of issue with premises in their area who have inadequate controls to prevent clostridium botulinum. FBO has instigated a withdrawal. FSS advised LA that we would need see results of samples taken and incident report form needs to be filled in. LA advised that they were compiling this information together but were unsure when they would have all the necessary information.

From: **[Food Standards Scotland]**
Sent: 08 April 2016 15:30
To: **[Head of Food Protection Science and Surveillance, Food Standards Scotland]**
Subject: Smoked Salmon - Incident

As discussed

We are dealing with issue re inadequate controls to prevent clostridium botulinum. Business HACCP has Salt Aqueous as its controlling factor for products that have a shelf life above 10 days, 18 samples were taken by the LA and 9 of them failed to meet controlling factor for SA. The LA are doing what they can to get as much information about the products affected, shelf life of each of the products and where the products have been distributed too. However unlikely that information will come before weekend.

The LA have confirmed that this is a small scale business that does not produce very much. The company has instigated a withdrawal of their products that have a shelf life above 10 days. LA has stopped them from issuing any further products above a 10 day shelf life until they have fully validated there systems.

Thanks again for your help.

[Name]
Incident and Investigations Manager
Scottish Food Crime and Incident Unit
Food Standards Scotland
4th Floor, Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL
01224 285100

From: **[Food Standards Scotland]**
To: **[East Dunbartonshire Council]**
Date: 08/04/2016 15:37
Subject: Issue re smoked fish

[East Dunbartonshire Council]

As discussed? Here is situation as we know it

You are dealing with issue re inadequate controls to prevent clostridium botulinum. Business is using Salt Aqueous (SA) as its controlling factor for products that have a shelf life above 10 days, 18 samples were taken by yourself and 9 of them failed to meet controlling factor for SA. You are currently collating information about the products affected, shelf life of each of the products and where the products have been distributed too. However unlikely that information will come before COP today.

Can you please confirm ASAP that the company has instigated a withdrawal of their products that have a shelf life above 10 days. My understanding is that they have instigated a withdrawal of products. I also understand that the company is no longer putting products on sale above a 10 day shelf life. Is this right?

Once we get information from yourself we can review to see if any further action is needed. In the meantime it would be good to know that the business has taken action re products on sale already,

Thanks again for your help.

[Name]

Incident and Investigations Manager
Scottish Food Crime and Incident Unit
Food Standards Scotland
4th Floor, Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL
01224 285100

From: **[Food Standards Scotland]**

Sent: 08 April 2016 16:07

To: **[Incident and Investigations Manager, Food Standards Scotland]**

Cc: FSS Scientific Risk Assessment

Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - FSS summary of initial situation to RA team, RA reply

Thanks for the information.

Nothing much else we can do at this stage without knowing the products affected and the full extent of distribution of these products.

Please keep me posted on progress.

Kind Regards

[Name]

Food Standards Scotland,
Head of Food Protection Science and Surveillance Branch
Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL
01224 285100

From: **[East Dunbartonshire Council]**

Sent: 08 April 2016 16:13

To: **[Incident and Investigations Manager, Food Standards Scotland]**

Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - FSS summary of initial situation, LA info & product images

Hi **[Name]**

Yes - that is right, the business has inadequate controls to prevent Clostridium botulinum. The business is to provide us with all information of customers and volumes today.

The withdrawal relates to all products supplied from 17th March, with a shelf life of 21 days, which is everything they have supplied since 17th March, with the exception of smoked halibut supplied from 30th March.

The business has instigated withdrawal. I would advise that at the last inspection (in February) the business had 13 business customers in the UK, and it is not huge volume.

All product supplied from today will carry a 10 day shelf life.

We would hope to have the information from them in the next half an hour and will advise you.

Thanks

[Name]

Environmental Health Officer
East Dunbartonshire Council
Southbank House
Strathkelvin Place
Kirkintilloch
G66 1XQ

From: **[East Dunbartonshire Council]**

Sent: 11 April 2016 09:41

To: **[Incident and Investigations Manager, Food Standards Scotland]**

Subject: Product Withdrawal

See attached for incident report from, as discussed with **[Name]** on Friday.

If you have any queries, please contact me.

Business has confirmed this morning that all customers contacted and remaining product withdrawn.

Thanks

[Name]

Environmental Health Officer
East Dunbartonshire Council
Southbank House
Strathkelvin Place
Kirkintilloch
G66 1XQ

Ref No.	Species	Neck/Tail	Moisture	Salt	Lab reported	Calculated
852	Salmon	Tail end	61.5	3.1	4.9	4.80
853	Salmon		63.2	2.1	3.2	3.22
854	Salmon		62.8	2.1	3.3	3.24
855	Salmon		62.4	2.1	3.3	3.26
856	Salmon		61.2	2.4	3.8	3.77
857	Salmon		61.9	2.1	3.3	3.28
858	Salmon		62	2.2	3.5	3.43
859	Salmon	Neck end	62.2	2.7	4.1	4.16
860	Trout	Tail end	61.1	2.5	3.9	3.93
861	Trout		62.3	1.9	3	2.96
862	Trout		62.7	1.9	2.9	2.94
863	Trout		61.7	2	3.2	3.14
864	Trout		60.9	2.2	3.5	3.49
865	Trout		60.6	2.4	3.8	3.81
866	Trout	Neck end	59.5	3	4.8	4.80
867	Halibut	Belly (tail)	64.8	2.4	3.6	3.57
868	Halibut		66.8	2.3	3.4	3.33
869	Halibut		65.7	2.8	4.1	4.09
870	Halibut	Belly (neck)	67	2.4	3.4	3.46

Lab results for salt and moisture are to 4 dec. pl. Which gives slight difference in calculation



FOOD INCIDENT REPORT FORM

TO BE COMPLETED AND EMAILED TO FOOD STANDARDS SCOTLAND ON
incidents@fss.scot

1. Reporting Food Authority's name and address:

East Dunbartonshire Council
Southbank House
Strathkelvin Place
Kirkintilloch
G66 1XQ

2. Name of reporting Officer including telephone, fax and e-mail details:

[Reporting officer]

East Dunbartonshire Council
E mail: East Dunbartonshire Council

East Dunbartonshire Council (line manager)
E mail: East Dunbartonshire Council

3. Date and time initial information received by Food Authority:

7 April 2016 at 2pm

4. Initial information received by:

[East Dunbartonshire Council]

5. Received from (include Local Food Authority, HPS etc., address, telephone number and contact name where possible):

Laboratory

6. Method (telephone/fax/letter/other):

Phone

7. Brief description of incident:

Routine chemical sampling by this Service obtained a low salt result on smoked halibut (1 of 3 products produced by the company) which is non-compliance with the business' HACCP. The company agreed to reduce the shelf life of the smoked halibut to 10 days, until evidence could be provided that the CCP of 3.5% NaCl (aq) in being met. This Service took further samples from all 3 fish species (smoked halibut, trout and salmon) and results indicated the CCP is not being consistently achieved.

8. Type of contamination: e.g. Microbiological, chemical, physical

No specific contamination found. Failure to achieve CCP of 3.5% NaCl (aq) which is the control for Clostridium botulinum

9. Description of product

a. Type of Product:

Smoked Halibut, smoked trout and smoked salmon

b. Product Name:

Smoked Halibut, smoked trout and smoked salmon

c. Brand Name:

Campsie Glen Smokehouse

d. Batch Code/s:

2063, 2064, 2065, 2066, 2067, 2069, 2070, 2071, 2072
May have I, H or L at the end of this number

e. Description of Packaging:

Vacuum packed packs

f. Pack Size:

100g packs

g. Durability Date/s or Code/s:

Various:

For salmon and trout – all products supplied prior to 7 April

For halibut – all products supplied prior to 30 March

h. Country of Origin:

Scotland, UK

i. UK Importer/Distributor (including contact details):

N/A

j. Manufacturer (including contact details):

Campsie Glen Smokehouse Ltd

Milton Road

Kirkintilloch

G66 1SY

Contact: Mr and Mrs Smith

Tel.: 01360 600335

k. Packer(including contact details):

Campsie Glen Smokehouse Ltd

Milton Road

Kirkintilloch

G66 1SY

Contact: Mr and Mrs Smith

Tel.: 01360 600335

10. Has clinical illness occurred? Details (type of illness, , symptoms, numbers of consumers affected, stool samples submitted? etc.)

No

11. Full details of distribution (including EU and Third Countries) e.g. quantities and areas, and when the particular product and or batch in question was first placed on the market

Smoked salmon and smoked trout, carrying a 21 day shelf life, placed on market from 16 March – 6 April

Smoked Halibut, carrying a 21 day shelf life, placed on market from 16 March – 30 March

List of customers supplied and quantity supplied:

		Nr of Packs
[Food business]	Swindon	30
[Food business]	Somerset	15
[Food business]	Broxburn	27
[Food business]	Kirkintilloch	4
[Food business]	Glasgow	15
[Food business]	Surrey	21
[Food business]	Trowbridge	15
[Food business]	Yorkshire	20
[Food business]	Cheshire	16
[Food business]	London	40

12. Is the manufacturer/retailer/supplier aware of the incident; if so what are their proposals for dealing with it?

Yes. They have agreed to withdraw all product from their customers. They have adequate record system for tracing all products.

13. Assessment of hazard (please circle):

	Tick as appropriate		Tick as appropriate
Local	X	Retail	X
Regional	X	Catering	X
Manufacture		National	X
International		Import/Export	

14. Other relevant contact details (e.g. home and/or originating authority/CPHM/HPS/other)

a. Name: as 1 and 2 above

b. Address, telephone and fax numbers, e-mail address:

as 1 and 2 above

15. Has any enforcement action already been taken? For example, have samples been taken for examination or analysis, or detention notices served, or food seized? Please fax any laboratory reports or detention notices etc to FSS with this form, or as soon as possible thereafter.

No enforcement action so far. Business has co-operated.

The samples taken, that have resulted in this action, were taken by this Service as informal samples, as follow up to an initial failure, that the business' in house sampling did not agree with. Results received by phone, attached as spreadsheet. Lab reports yet to be received.

16. Has there been media interest? No

If there has been a press release please fax to the FSA with this form.

17. Any additional information: Please attach additional pages if necessary.

After advising the business of the results from sampling, they agreed to undertake withdrawal of their product, which had been given a shelf life of 21 days, from the market.

Signed:

Date: 8 April 2016

Job title: Environmental Health Development Lead

From: **[Head of Food Protection Science and Surveillance, Food Standards Scotland]**

Sent: 11 April 2016 14:28

To: **[Incident and Investigations Manager, Food Standards Scotland]**; FSS Scientific Risk Assessment

Subject: Product Withdrawal - R/A advice

Hi **[Name]**

From the information provided, it is not clear whether the business is applying any additional controlling factors to support the 21 day shelf-life for these products. Has the LA confirmed whether any other controlling factors have been applied?

Assuming that these are cold smoked products, and that salt in aqueous is the ONLY controlling factor being applied by the business to allow a shelf-life of greater than 10 days to be applied, I would have concerns about the potential risk for growth of Clostridium botulinum.

If salt content is the only controlling factor for safety, a concentration of 3.5% or above should be achieved throughout the aqueous phase of a food. This should be monitored for every production batch. As noted, the test results show that this is not being achieved consistently throughout the products, and therefore shelf-life should be restricted to no greater than 10 days.

For future production, the business may wish to review their salting process to ensure it is consistently able to achieve the minimum salt level throughout their products. Also whilst not mentioned in this incident report, Listeria monocytogenes is a further consideration with regard to these types of products, and should also be included in routine microbiological analysis.

Kind Regards

[Name]

Food Standards Scotland,

Head of Food Protection Science and Surveillance Branch Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL

01224 285100

www.foodstandards.gov.scot

Call to East Dunbartonshire Council

11 April 2016 at 16:35

Call to East Dunbartonshire Council advising that we have received risk assessment and as there is a potential risk to health, FSS advice is to recall products. FSS advised that they would provide examples of previous point of sale notices used in previous recalls. Advised LA that at this time we are in discussion with FSA on whether there is a need to issue a Product Recall Information Notice as there is limited distribution and limited products on sale.

-----Original Message-----

From: **[Incident and Investigations Manager, Food Standards Scotland]**
Sent: 11 April 2016 17:01
To: **[Food Incidents, Food Standards Agency]**
Subject: Inadequate controls to prevent Clostridium botulinum. - Recall of product

I have attached Incident Report form and details of sample results. Necessary details will be found in incident report form or on memex.

As discussed at this morning meeting, we have issue on-going where the FBO does not have adequate control in place for Clostridium botulinum. Attached below is Risk Assessment from Scotland. Risk Management advice has been sought and they have advised Recall, however because there is limited number of LA's in Scotland we will not issue a recall information notice. 10 Companies have been supplied We will contact the 3 LA's in Scotland that we know about to inform them that a recall is to take place and to ensure Point of Sale notices are put up in store. All other FBO's are in England.

203 packs were distributed, of which he has been able to withdraw around 55 packs. So there is the potential that there is another 148 packs in fridges at home.

The FBO is currently compiling a point of sale notice to provide to companies that he has supplied.

The manufacturer will not be putting any further product out with a shelf life above 10 days.

Cheers

[Name]

Incident and Investigations Manager
Scottish Food Crime and Incident Unit
Food Standards Scotland
4th Floor, Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL
01224 285100

From: **[Senior Incidents Officer, Food Standards Agency]**
Sent: 12 April 2016 12:03
To: **[Incident and Investigations Manager, Food Standards Scotland]**
Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - FSS
RA team request for info, FSS request for RA from FSA, FSA request for info
Importance: High

Hi **[Name]**

Yesterday evening, I forwarded your email to my colleagues in Food Hygiene and Microbiology team. Food Hygiene have now responded:

I assume the products are stored foods stored at 3-8°C. The key piece of information is whether the producer is applying additional controlling factors (e.g. heat-treatment, pH, water activity levels, etc.) in addition salt levels. If not, we would be concerned that their food safety management systems are not adequate to control the risk of Clostridium botulinum as the salt concentration CCP is not being consistently achieved, and would recommend a recall. For those products still under FBO control, if the shelf life is reduced to no more than 10 days, the affected batches could be marketed.

Are able to assist as to whether there are any additional controlling factors applied, in addition to the salt levels?

Kind regards

[Name]

Senior Incidents Officer

Incidents Unit | Consumer Protection Division Food Standards Agency 2nd Floor | Aviation House |
125 Kingsway | Holborn | London | WC2B 6NH
www.food.gov.uk

Call to Food Standards Agency
12 April 2016 at 12.35

No other controlling factors in Place

From: **[Interim, Lead Incidents Officer, Food Standards Scotland]**
Sent: 12 April 2016 13:53
To: **[East Dunbartonshire Council]**
Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - Point of sale notices relating to smoked fish products

Hi **[Name]**

[Name] asked I send you some examples of point of sale notices relating to recall of smoked fish products. Please find attached. Do let me know if you have any questions.

Kind regards

[Name]
Food Standards Scotland
Interim, Lead Incidents Officer
Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL
External: 01224 285100

From: **[Interim, Lead Incidents Officer, Food Standards Scotland]**
Sent: 12 April 2016 14:21
To: **[East Dunbartonshire Council]**
Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - FSS summary of situation 12/04/16

Good afternoon

Thank you for bringing this to our attention. This email is to "dot I's and cross T's".

Routine chemical sampling found a low salt result on smoked halibut (1 of 3 products produced by the company) which is non-compliance with the business' HACCP. The company agreed to reduce the shelf life of the smoked halibut to 10 days, until evidence could be provided that the CCP of 3.5% NaCl (aq) in being met. **[Name]** took further samples from all 3 fish species (smoked halibut, trout and salmon) and results indicated the CCP is not being consistently achieved.

Failure to achieve CCP of 3.5% NaCl (aq) which is the control for Clostridium botulinum.

There is a customers of this manufacturer in your area. You may wish to carry out a spot check.

Please note as there are only 3 customers in Scotland we have not issued a full recall notice, but are just targeting the specific LAs.

Fresh Local Foods
Kirkintilloch
4 packs

Type of Product:
Smoked Halibut, smoked trout and smoked salmon

Product Name:
Smoked Halibut, smoked trout and smoked salmon

Brand Name:
Campsie Glen Smokehouse

Batch Code/s:
2063, 2064, 2065, 2066, 2067, 2069, 2070, 2071, 2072

May have I, H or L at the end of this number

Description of Packaging:
Vacuum packed packs

Pack Size:
100g packs

Durability Date/s or Code/s:
Various:
For salmon and trout – all products supplied prior to 7 April
For halibut – all products supplied prior to 30 March

Country of Origin:
Scotland, UK
Manufacturer & Packer:
Campsie Glen Smokehouse Ltd, Milton Road

Kind regards

[Name]
Food Standards Scotland
Interim, Lead Incidents Officer
Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL

From: **[Interim, Lead Incidents Officer]**
Sent: Tuesday, April 12, 2016 02:21 PM
To: Glasgow Council
Subject: ICID00027283 - poor or insufficient controls - smoked fish - salt aqueous - Glasgow

You will wish to be aware of an incident we were recently informed of by East Dunbartonshire council. Routine chemical sampling found a low salt result on smoked halibut (1 of 3 products produced by the company) which is non-compliance with the business' HACCP. The company agreed to reduce the shelf life of the smoked halibut to 10 days, until evidence could be provided that the CCP of 3.5% NaCl (aq) in being met. **[Name]** took further samples from all 3 fish species (smoked halibut, trout and salmon) and results indicated the CCP is not being consistently achieved.

Failure to achieve CCP of 3.5% NaCl (aq) which is the control for Clostridium botulinum. There is a customers of this manufacturer in your area. You may wish to carry out a spot check. Please note as there are only 3 customers in Scotland we have not issued a full recall notice, but are just targeting the specific LAs.

[Food business]
Glasgow
15 packs
Type of Product:
Smoked Halibut, smoked trout and smoked salmon
Product Name:
Smoked Halibut, smoked trout and smoked salmon

Brand Name:
Campsie Glen Smokehouse
Batch Code/s:
2063, 2064, 2065, 2066, 2067, 2069, 2070, 2071, 2072
May have I, H or L at the end of this number
Description of Packaging:
Vacuum packed packs
Pack Size:
100g packs
Durability Date/s or Code/s:
Various:
For salmon and trout – all products supplied prior to 7 April
For halibut – all products supplied prior to 30 March
Country of Origin:
Scotland, UK
Manufacturer & Packer:
Campsie Glen Smokehouse Ltd, Milton Road

Kind regards

[Name]

Food Standards Scotland
Interim, Lead Incidents Officer
Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL

From: **[Interim, Lead Incidents Officer]**

Sent: 12 April 2016 14:21

To: West Lothian Council

Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - FSS summary to West Lothian LA

You will wish to be aware of an incident we were recently informed of by East Dunbartonshire council. Routine chemical sampling found a low salt result on smoked halibut (1 of 3 products produced by the company) which is non-compliance with the business' HACCP. The company agreed to reduce the shelf life of the smoked halibut to 10 days, until evidence could be provided that the CCP of 3.5% NaCl (aq) in being met. **[Name]** took further samples from all 3 fish species (smoked halibut, trout and salmon) and results indicated the CCP is not being consistently achieved.

Failure to achieve CCP of 3.5% NaCl (aq) which is the control for Clostridium botulinum. There is a customers of this manufacturer in your area. You may wish to carry out a spot check. Please note as there are only 3 customers in Scotland we have not issued a full recall notice, but are just targeting the specific LAs.

[Food business]

27 packs

Type of Product:

Smoked Halibut, smoked trout and smoked salmon

Product Name:

Smoked Halibut, smoked trout and smoked salmon

Brand Name:

Campsie Glen Smokehouse

Batch Code/s:

2063, 2064, 2065, 2066, 2067, 2069, 2070, 2071, 2072

May have I, H or L at the end of this number

Description of Packaging:

Vacuum packed packs

Pack Size:

100g packs

Durability Date/s or Code/s:

Various:

For salmon and trout – all products supplied prior to 7 April

For halibut – all products supplied prior to 30 March

Country of Origin:

Scotland, UK

Manufacturer & Packer:

Campsie Glen Smokehouse Ltd, Milton Road

Kind regards

[Name]

Food Standards Scotland

Interim, Lead Incidents Officer

Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL

Call from Food Standards Agency

12 April 2016 at 14.25

Call from Food Standards Agency advising that it appears that the **[Food Business]** was not aware of the withdrawal. Food Standards Agency in discussion about issuing recall information notice.

From: **[Senior Incidents Officer, Food Standards Agency]**

Sent: 12 April 2016 14:31

To: **[Incident and Investigations Manager, Food Standards Scotland]**

Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - Recall of product- POINT-OF-SALE notice?

Importance: High

Food Hygiene have now responded:

In light of the latest information that the FBO does not apply any additional controlling factors, and based on the risk assessment that the affected products may pose a risk of Clostridium botulinum, I would advise a product recall.

I'm drafting the PRIN, Can you please obtain the point-of-sale notice from the FBO please?

Kind regards

[Senior Incidents Officer, Food Standards Agency]

Call to East Dunbartonshire Council

12 April 2016 at 14:55

Call to East Dunbartonshire Council to advise that following discussion with Food Standards Agency and the fact that at least 1 business was not aware of the issue. Food Standards Agency drafting Product recall information notice which will be issued.

From: **[Senior Incidents Officer, Food Standards Agency]**

Sent: 12 April 2016 17:11

To: **[FSA officials, FSS officials]**

Subject: ICID00027283 RE: ACTION: DRAFT PRIN 25-2016 - Campsie Glen Smokehouse recalls batches of its Smoked Halibut, Smoked Trout and Smoked Salmon products because of concerns over Clostridium botulinum controls.

Importance: High

Dear All

Apologies for the delay, it has now been confirmed that the PRIN should go ahead. I'd be grateful for your comments by 17:25.

Kind regards

[Name]

Senior Incidents Officer
Incidents Unit | Consumer Protection Division
Food Standards Agency
2nd Floor | Aviation House | 125 Kingsway | Holborn | London | WC2B 6NH

From: [Incident and Investigations Manager, Food Standards Scotland]

Sent: 12 April 2016 17:38

To: [FSA officials, FSS officials]

Subject: RE: ICID00027283 RE: ACTION: DRAFT PRIN 25-2016 - Campsie Glen Smokehouse recalls batches of its Smoked Halibut, Smoked Trout and Smoked Salmon products because of concerns over Clostridium botulinum controls.

All,

I have not been able to speak to FBO to advise them that FSA are issuing a Recall Information Notice. FBO has left for the day, and will not be available until tomorrow morning.

Kind Regards

[Name]

Incident and Investigations Manager
Scottish Food Crime and Incident Unit
Food Standards Scotland
4th Floor, Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL

From: [Senior Incidents Officer, Food Standards Agency]

Sent: 12 April 2016 17:50

To: [FSA officials, FSS officials]

Subject: RE: ICID00027283 RE: ACTION: DRAFT 2 PRIN 25-2016 - Campsie Glen Smokehouse recalls batches of its Smoked Halibut, Smoked Trout and Smoked Salmon products because of concerns over Clostridium botulinum controls.

Importance: High

All

Due to the email below, the PRIN will not be issued until tomorrow to allow FSS to discuss this with the FBO.

I've amended the original draft based on comments received (see draft 2 attached), please let me know if there are any further comments by 9:45am tomorrow.

Kind regards

[Name]

Senior Incidents Officer
Incidents Unit | Consumer Protection Division
Food Standards Agency
2nd Floor | Aviation House | 125 Kingsway | Holborn | London | WC2B 6NH

From: [Swindon Council]

Sent: 13 April 2016 10:52

To: [Senior Incidents Officer, Food Standards Agency]

Subject: [Food business]

Dear **[Senior Incidents Officer, Food Standards Agency]**

Further to your emails, following a phone call to the owner of **[Food business]**, I can confirm that he was not aware of the issue with the product and confirmed that he only has one pack of smoked trout which he has been advised to remove from sale and bring into these offices. He confirmed all products were sold over the weekend. He will try and locate the invoice detailing the products he was supplied. He cannot provide details of customers as the products were sold over the counter.

He confirmed that the products were sold between his two shops, the other being at **[Food business]**. I have left a message for West Berkshire Council to contact me. (All products have been sold from **[Food business]**).

Please advise on the next course of action. **[Food business]** have not been issued with point of sale notices. Do you want the local authority to place an article in the local newspaper to advise customers that have purchased the products.

It would be appreciated if you can contact me asap to discuss.

From: **[Interim, Lead Incidents Officer, Food Standards Scotland]**

Sent: 13 April 2016 10:38

To: **[East Dunbartonshire Council]**

Subject: ICID00027283 - Final Draft PRIN - LA and FBO final check - Recall of Campsie Glen Smokehouse's Smoked halibut, Trout and Salmon-Clostridium botulinum risk -

Importance: High

Hi **[East Dunbartonshire Council]**

Please see attached the draft recall notice. Grateful if you would have a look at , see if you and the FBO are content, if you have any amendments for factual accuracy.

As mentioned any comments before 12 noon, please.

Kind regards

[Name]

Food Standards Scotland

Interim, Lead Incidents Officer

Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL

From: **[East Dunbartonshire Council]**

Sent: 13 April 2016 12:24

To: **[Food Standards Scotland]**

Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - Amended PRIN

This is the amended PRIN, with a photo and customer information notice (done as track changes). Please note the majority of product is now out with its use by date. There is some product with a use by date of today, and apart from that, there 1 x 100g pack with a use by date of 27th April (all others have been withdrawn). 2 companies, **[Food business]** and **[Food business]**, had product with a use by date beyond today, and all but that 1 pack has been withdrawn from sale.

The packaging does not state that the product is suitable for home freezing.

Thanks

[Name]

Environmental Health Officer

East Dunbartonshire Council
Southbank House
Strathkelvin Place
Kirkintilloch
G66 1XQ

From: **[Senior Incidents Officer, Food Standards Agency]**

Sent: 13 April 2016 17:29

To: **[FSA officials, FSS officials]**

Subject: ICID00027283: ACTION- CLEARED PRIN 25-2016 - Campsie Glen Smokehouse Ltd recalls batches of its Smoked Halibut, Smoked Trout and Smoked Salmon products

Dear Colleagues

Please see final cleared version of the PRIN 25-2016 attached. Thanks to all that helped with this.

COMMS – please upload this to the website.

Kind regards

[Name]

Senior Incidents Officer
Incidents Unit | Consumer Protection Division
Food Standards Agency
2nd Floor | Aviation House | 125 Kingsway | Holborn | London | WC2B 6NH

From: **[East Dunbartonshire Council]**

Sent: 14 April 2016 08:43

To: Food Standards Scotland Incidents Mailbox

Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - FSS informing LA of PRIN issue and response

[Food Standards Scotland]

It is concerning that the business, **[Food business]**, was still selling the product when they had been advised to remove it from sale, and we will speak to the business about this.

The FBO has not requested return of the product but advised them to remove them from sale and dispose of them. I will contact them this morning and confirm the wording used.

I do not appear to have received the final issued PRIN - please could you forward a copy to me.

Regards

[Name]

Environmental Health Officer
East Dunbartonshire Council
Southbank House
Strathkelvin Place
Kirkintilloch
G66 1XQ

From: **[East Dunbartonshire Council]**

To: **[Food Standards Scotland]**

Date: 14/04/2016 09:17

Subject: PRIN

[Name]

I left a message on your mobile phone this morning - was unable to get through on the office phone.

Ref the message.....this is the e mail received from the FBO. Would you be in a position to give me a response, to feed back to the FBO, or would you enter discussion with the FBO directly?

"With regard to the public announcement by the FSA concerning the product recall we are now dealing with, there are some aspects I would like to improve my understanding of. Firstly, when 2 members of your team visited our premises on Thursday of last week, they assured us we were dealing with a product withdrawal, and not a product recall. They also explained to us the reason it was a withdrawal as opposed to a recall.

Could you please help me understand why it has since escalated to a recall, when, in relation to the reason given for being a withdrawal, nothing has changed since last Thursday.

Secondly, the announcement includes a list of batches and products that were known to be out of risk at the time of the announcement, according to my understanding. In fact I understand that it was known by your department that there was only 1 pack still posing a risk at the time of this public announcement. If this is the case, I would like your help in understanding why the announcement included items known not to be a risk.

In light of my second point, bearing in mind the known risk to be 1 pack, and that the sales channel of that pack was known, I would like to understand why it was necessary to put up notices in our other customers

premises when it was known they were no longer exposed to 'at risk' product.

Your help with the above points would help my understanding of this greatly.

I have a meeting this morning but should be back early afternoon.

[Name]

Environmental Health Officer
East Dunbartonshire Council
Southbank House
Strathkelvin Place
Kirkintilloch
G66 1XQ

From: **[East Dunbartonshire Council]**

Sent: 14 April 2016 09:20

To: **[Food Standards Scotland]**

Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - LA sending FBO query to FSS

I have just received an out of office message for **[Incident and Investigations Manager, Food Standards Scotland]** - I was hoping you could have a look.

The phone message was with regards to the fact that the main FBO of this business has been away in Singapore since this happened and it is his wife that has been dealing with it. He obviously saw the PRIN and is looking for an explanation. Can you help?

I will be back in later this afternoon.

[Name]

Environmental Health Officer
East Dunbartonshire Council
Southbank House
Strathkelvin Place
Kirkintilloch
G66 1XQ

From: **[Interim, Lead Incidents Officer, Food Standards Scotland]**

Sent: 14 April 2016 16:50

To: **[East Dunbartonshire Council]**

Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - FSS answers to FBO/LA questions

Importance: High

RE the questions earlier today from the FBO, here is a first response. **[Food Standards Scotland]** will be in further discussion with you tomorrow.

1. It will be for you to contact the FBO. The reason for the change in from, "they assured us we were dealing with a product withdrawal, and not a product recall." To "why it has since escalated to a recall, when, in relation to the reason given for being a withdrawal, nothing has changed since last Thursday." Is;

Food Standards Agency and Food Standards Scotland consider the risk of Clostridium botulinum as serious. Manufacturing controls aimed at preventing its growth and toxin production could not be demonstrated satisfactorily. As such, following in depth discussions, once it was agreed by our incidents, our policy and our risk teams that a point of sale notice (POSN) was required, legislation requires we support this with a product recall information notice (PRIN).

Although no trace of the toxin has been found in products tested, a recall from customers was carried out as a precautionary measure. We (FSA and FSS) are using all possible avenues to ensure the final customer is alert to the situation.

2. "the announcement includes a list of batches and products that were known to be out of risk at the time of the announcement"

As part of the procedure for issuing PRINs, we request comments of factual accuracy from the LA and FBO. The notice issued was that which we received from the LA.

3. Regards your comment I did not see the recall, see link to the recall notice;

<http://www.food.gov.uk/news-updates/news/2016/15063/campsie-glen-smokehouse-recalls-smoked-fish-products>

Kind regards

[Name]

Food Standards Scotland

Interim, Lead Incidents Officer

Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL

From: **[East Dunbartonshire Council]**

Sent: 15 April 2016 08:43

To: **[Food Standards Scotland]**

Subject: Product Recall

I would like to bring to your attention some publicity regarding the recent product recall, it also appears the matter was on bbc news website and front page of the FSA website.

<http://www.express.co.uk/news/uk/660972/Supermarket-fish-products-recalled-BOTULISM-threat>

I would advise that the business does not supply supermarkets.

I will be in the office today (I have a meeting from about 10 - 11am) and available outwith the meeting time.

[Name, East Dunbartonshire Council] is at SFELC today so I assume, may well catch up with **[Interim, Lead Incidents Officer, Food Standards Scotland]** on the matter.

[Name]

Environmental Health Officer
East Dunbartonshire Council
Southbank House
Strathkelvin Place
Kirkintilloch
G66 1XQ

From: **[Glasgow Council]**

Sent: 15 April 2016 12:52

To: FSS Incidents Mailbox

Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - Summary to Glasgow LA and reply

Just to confirm that **[Food business]** have been visited and they had been contacted by the supplier. The products had already been removed from sale to be uplifted by the supplier. **[Food business]** were also visited and they are not supplied with this product.

[Glasgow Council]

From: **[Incident and Investigations Manager, Food Standards Scotland]**

Sent: 15 April 2016 15:14

To: **[East Dunbartonshire Council]**

Subject: ICID00027283 - Inadequate controls to prevent Clostridium botulinum in smoked fish - La advising press interest

I have raised the issue with our Comms person about the fact supermarkets have been mentioned. They will raise issue with FSA since the press have taken the text form FSA alert that they issued.

Cheers

[Name]

Incident and Investigations Manager
Scottish Food Crime and Incident Unit
Food Standards Scotland
4th Floor, Pilgrim House, Old Ford Road, Aberdeen, AB11 5RL
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