

Case No: 2020-0337 Date of visit: 18/11/2020

Time spent on site: 1 hour Main Inspector: [Redacted]

Site No: SS0536 Site Name: Port Longary
Business No: SB0348 Business Name: Kilchoan Estate Company (Knoydart) Ltd

Case Types: 1 REG 2 [] 3 [] 4 [] 5 [] 6 []

Water Temp (°C): [] Thermometer No: [] FHI 045 completed []

Observations: Region: HI Water type: S CoGP MA: []

- Dead/weak/abnormally behaving fish present? If yes, see additional information/clinical score sheet.
- Clinical signs of disease observed? If yes, see additional information/clinical score sheet.
- Gross pathology observed? If yes, see additional information/clinical score sheet.
- Diagnostic samples taken?

UNI/REG only - if unable to carry out intended visit detail reason below:
[Redacted]

Additional Case Information:

Site inspected as fallow during visit to near by fish farm.

All equipment has been removed from site.

Site to be made inactive.

Case No: 2020-0337

Site No: SS0536

Date of Visit: 18/11/2020

Inspector(s):

Registration/Authorisation Details

- 1. Business/site details summary checked by site representative? N/A
- 2. Changes made to details? N/A

Site Details (include cleaner fish for all sections)

Total No facilities	0	Facilities stocked	0	No facilities inspected	0
Species					
Age group					
No Fish					
Mean Fish Wt					
Next Fallow Date (Site)			Next Input Date (Site)		
Recent (last 4 wks) disease problems?			Any escapes (since last visit)?		
If yes, detail:					

Movement Records

- 1. Movement records available for inspection? N/A
- 2. Date of last inspection: 04/07/2018
- 3. Are records complete and correctly entered? N/A
- 4. Are movement records available for dead fish and waste? N/A
- 5. Are records complete and correctly entered? N/A
- 6. Are health certificates for introductions (outwith GB) available? N/A

Transport Records

- 1. Are any movements carried out by (or on behalf) of the business (not using a STB)?
- If yes, is there a system in place for maintenance of transportation records?

Mortality Records

- 1. Mortality records available for inspection? N/A
- 2. How are mortalities disposed of?
- If other detail:
- 3. Mortality records complete and correctly entered? N/A
- 4. Recent mortality (last 4 wks): n/a
- 5. Evidence of recent increased/atypical mortalities? N/A
- If yes, facility nos/no mortality per facility/no stock per facility/reason:
- 6. Any other peaks in mortality during period checked? N/A
- If yes, detail:
- 7. Have increased (unexplained) mortalities been reported to vet or FHI? N/A
- If yes, detail action:
- 8. Have 'mortality events' been reported to FHI? If no, enter details on mortality events sheet. N/A

Treatments and Medicines Records

1. Recent treatments (see comment)?	
If yes, detail:	
If other, detail:	
2. Medicines records available for inspection?	
3. Are records complete and correctly entered?	
4. Are fish in a withdrawal period?	
5. If yes, what treatment(s)?	
If other, detail:	
6. Are medicines stored appropriately?	

Biosecurity Records

1. Biosecurity records available for inspection?	
2. Has the manner and frequency of mortality removal, recording and safe disposal been considered?	
3. Has the manner and period in which the APB will notify Scottish Ministers or veterinary professional of any <i>increased (unexplained)</i> mortality at the site been included?	
4. Has the action that will be taken in the event that the presence or suspicion of the presence of a listed disease is detected been included and <i>how</i> and <i>when</i> that will be notified to Scottish Ministers?	
5. Has the health status of aquaculture animals being stocked on the farm site been covered (equal or higher health status, certification if required)?	
6. Have the husbandry and biosecurity measures implemented between each epidemiological unit to minimise transmission of disease been covered (movement of staff, visitors, equipment, live or dead fish etc.)?	
7. Is documentation available regarding the measures in place to maintain the physical containment of aquaculture animals held on site?	
8. Have the biosecurity procedures been adequately implemented on site?	
If no, detail:	

Results of Surveillance

1. Has any animal health surveillance been carried out by, or on behalf of, the business?	
2. If yes, are results available for inspection?	
3. Any significant results?	
If yes, detail (if not detailed under recent disease problems).	

Records checked between:	N/A
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FISH HEALTH INSPECTORATE VISIT REPORT

SUMMARY FOR INFORMATION OF SITE OPERATOR

BUSINESS No	SB0348	DATE OF VISIT	18/11/2020
SITE No	SS0536	SITE NAME	Port Longary
CASE No	20200337	INSPECTOR	[REDACTED]

Inspection under the Aquatic Animal Health (Scotland) Regulations 2009

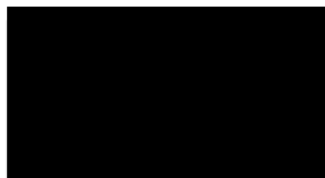
The above site was inspected, in accordance with the Aquatic Animal Health (Scotland) Regulations 2009, and to meet the requirements of European Community Council Directive 2006/88/EC.

On this occasion, the site was found to be fallow, and all equipment has been removed.

As there are no future plans for the site to be stocked, the site has been made inactive. A confirmation letter has been issued separately.

Please contact myself or the duty inspector should you require any further information or have any queries regarding this report.

Signed:



Date: 02/06/2021

Fish Health Inspector

The Fish Health Inspectorate Service Charter detailing standards of service is available on the Marine Scotland website at www.gov.scot/Topics/marine/Fish-Shellfish/FHI/charter

Case No: 2020-0488 Date of visit: 17/11/2020

Time spent on site: 3 hours Main Inspector: [Redacted]

Site No: FS0146 Site Name: Kinlochmoidart Hatchery
Business No: FB0169 Business Name: The Scottish Salmon Company

Case Types: 1 ECI 2 CNI 3 VMD 4 [] 5 [] 6 []

Water Temp (°C): 10.8 Thermometer No: T146 FHI 045 completed []

Observations: Region: HI Water type: F CoGP MA:

Dead/weak/abnormally behaving fish present? N If yes, see additional information/clinical score sheet.
Clinical signs of disease observed? N If yes, see additional information/clinical score sheet.
Gross pathology observed? N If yes, see additional information/clinical score sheet.
Diagnostic samples taken? N

UNI/REG only - if unable to carry out intended visit detail reason below:
[Redacted]

Additional Case Information:

Mortality peaks.

2020 wk 27 - 1.24% - 11,000 - Kinlochmoidart - quality cull from grade.

2020 wk 21 - 1.22% - 11593 Suspected disease, fish diagnosed with ERM - Red mouth- antibiotic treatment conducted.

2019 - week 14 - quality cull before going to sea. 1.98%

2019 - week 2 - quality cull 1.81%

Visibility in some tanks quite poor, fish observed seemed healthy, a few instances of nipped fins were observed.

All fish sampled for VMD appeared healthy and showed no clinical signs of disease.

Case No: Site No:

Date of Visit: Inspector(s):

Registration/Authorisation Details

1. Business/site details summary checked by site representative?

2. Changes made to details?

Site Details (include cleaner fish for all sections)

Total No facilities	<input type="text" value="38"/>	Facilities stocked	<input type="text" value="12"/>	No facilities inspected	<input type="text" value="12"/>
Species	<input type="text" value="SAL"/>				
Age group	<input type="text" value="21 S1's"/>				
No Fish	<input type="text" value="609,875"/>				
Mean Fish Wt	<input type="text" value="75.4g"/>				
Next Fallow Date (Site)	<input type="text" value="Continuously stocked"/>	Next Input Date (Site)	<input type="text" value="Feb 2021"/>		
Recent (last 4 wks) disease problems?	<input type="text" value="N"/>		Any escapes (since last visit)?	<input type="text" value="Y"/>	
If yes, detail:	<input type="text" value="MSe221020SAL1"/>				

Movement Records

1. Movement records available for inspection?

2. Date of last inspection:

3. Are records complete and correctly entered?

4. Are movement records available for dead fish and waste?

5. Are records complete and correctly entered?

6. Are health certificates for introductions (outwith GB) available?

Transport Records

1. Are any movements carried out by (or on behalf) of the business (not using a STB)?

If yes, is there a system in place for maintenance of transportation records?

Mortality Records

1. Mortality records available for inspection?

2. How are mortalities disposed of?

If other detail:

3. Mortality records complete and correctly entered?

4. Recent mortality (last 4 wks):

5. Evidence of recent increased/atypical mortalities?

If yes, facility nos/no mortality per facility/no stock per facility/reason:

6. Any other peaks in mortality during period checked?

If yes, detail:

7. Have increased (unexplained) mortalities been reported to vet or FHI?

If yes, detail action:

8. Have 'mortality events' been reported to FHI? If no, enter details on mortality events sheet.

Treatments and Medicines Records

1. Recent treatments (see comment)? Y

If yes, detail: Formaldehy Antibiotic TMS Floricol Pisces Aquatet de

If other, detail:

2. Medicines records available for inspection? Y

3. Are records complete and correctly entered? Y

4. Are fish in a withdrawal period? Y

5. If yes, what treatment(s)? TMS

If other, detail:

6. Are medicines stored appropriately? Y

Biosecurity Records

1. Biosecurity records available for inspection? Y

2. Has the manner and frequency of mortality removal, recording and safe disposal been considered? Y

3. Has the manner and period in which the APB will notify Scottish Ministers or veterinary professional of any *increased (unexplained)* mortality at the site been included? Y

4. Has the action that will be taken in the event that the presence or suspicion of the presence of a listed disease is detected been included and *how* and *when* that will be notified to Scottish Ministers? Y

5. Has the health status of aquaculture animals being stocked on the farm site been covered (equal or higher health status, certification if required)? Y

6. Have the husbandry and biosecurity measures implemented between each epidemiological unit to minimise transmission of disease been covered (movement of staff, visitors, equipment, live or dead fish etc.)? Y

7. Is documentation available regarding the measures in place to maintain the physical containment of aquaculture animals held on site? Y

8. Have the biosecurity procedures been adequately implemented on site? Y

If no, detail:

Results of Surveillance

1. Has any animal health surveillance been carried out by, or on behalf of, the business? Y

2. If yes, are results available for inspection? Y

3. Any significant results? Y

If yes, detail (if not detailed under recent disease problems). FVG report July 2020 - Histos taken signs of tissue repair following ERM infection.

Records checked between: 09/10/2018-17/11/2020

Case no: Site No: Date of visit/
Sampling:

Priority samples: VI BA PA MG HI

Time sampling starts/ends: Inspector: VMD No.

Environmental conditions: 1 2 3 4 5

Summary samples HIST BA MG VI PA Total Samples

Add Fish/Pools - click

Pool/Fish No													
Fish nos	1-3	4-6	7-9	10-12	13-15	16-18							
Pool Group													
Species	SAL	SAL	SAL	SAL	SAL	SAL							
Average weight	74.5	74.5	74.5	74.5	74.5	74.5							
Sex	N/A	N/A	N/A	N/A	N/A	N/A							
Water Type	FW	FW	FW	FW	FW	FW							
Stock Details		Stofinfiskre	Stofinfiskre	Stofinfiskre	Stofinfiskre	Stofinfiskre							
	Stock Origin												
Facility No	2R2	2R3	2R4	1R3	1R1	1R2							

Case Number:	2020-0488	Site No:	FS0146	Insp:		
Date of Visit	17/11/2020	No of movements/supp./dest.			Score	
Live fish movements		0	1-5	6-10	>10	
Movements on (from out with GB) of susceptible species	Frequency of movements on from equivalent MS	0	5	10	14	5
	Frequency of movements on from equivalent zone or compartment including third country	0	9	18	26	
	Number of suppliers	0	5	10	14	5
Movements off	Frequency of movements off	0	3	6	10	6
	Number of destinations	0	3	6	10	3
Exposure via water		Site contacts				
		0	1-5	6-10		
Water contacts with other farms (holding species susceptible to same diseases)	Farm is protected (secure water supply through disinfection or borehole)	0				0
	Farm is on-line or in a coastal zone with category I farms upstream or within 1 tidal excursion	1	2	4		
	Farm is on-line or in a coastal zone with category III farms upstream or within 1 tidal excursion	1	3	6		
	Farm is on-line or in a coastal zone with category V farms upstream or within 1 tidal excursion	1	4	8		
Management practices		None	Secure	Unsecure		
Water contacts with processors	Any processing plant discharging into adjacent waters	0	1	2		0
On farm processing within the rules of the directive	No on farm processing	0				0
	Processing own fish (re-cycling risk)	1				
	Processing fish from MS of equivalent status	2				
	Processing fish from zone or compartment of equivalent status	4				
	Processing fish from Category III farm	8				
	Processing fish from Category V farm	10				
Disposal of fish and fish by-products	Site's own waste only processed.	0				0
	Common processes with other farms	3				
	Collection point for waste from other farms	5				
Use of unpasteurised feeds	No feeding of unpasteurised feed	0				0
	Feeding unpasteurised feed	5				
Biosecurity		1	2 or 3	≥ 4		
Contacts with other sites	Sites operating from single shorebase	0	1	2		0
	Sites sharing staff and equipment	0	1	2		0
Disinfection of equipment between sites, use of footbaths etc	Yes	0				0
	No	1				
CoGP/Regulator						
Practices in accordance with regulator or industry code of practice	Yes	0				0
	No	3				
Platform access to cages	Yes	0				0
	No	2				
Total Rank					19	
Rank					MEDIUM	

Case No: **2020-0488**

Site No: **FS0146**

Sea Lice Inspection (Seawater Sites Only)

1. Has the site experienced sea lice problems in the previous 4 years?
2. Is the CoGP Farm Management Area (or equivalent) followed synchronously on a single year class basis?
3. Does the site have access to a range of licenced in-feed and bath sea lice medications (including deltamethrin, azamethiphos and emamectin benzoate) as well as access to suitable biological and/or mechanical control measures, and
4. Is there a signed documented farm management agreement or statement relevant to the site and CoGP Farm Management Area (or equivalent)?
5. Are sea lice count records available for inspection? (Legal SSI, CoGP Annex 6)
6. Do records adequately reflect the required standard specified in the SSI and the CoGP? (Legal SSI, CoGP Annex 6)
7. Are sea lice (*L. salmonis*) record levels below the suggested criteria for treatment in the CoGP during the period that records are inspected? (CoGP Annex 6)
8. Have average adult female sea lice (*L. salmonis*) numbers per fish been at a level of 3 or above (prior to w/b 10/6/19) or If yes, have these been reported to the Fish Health Inspectorate? If no, FHI see comment.
9. Is *C. elongatus* infestation at a level which is considered to cause significant welfare problems? (CoGP 4.3.81, 5.3.50)
10. Have therapeutic treatments been administered or other actions taken when *L. salmonis* levels have exceeded the suggested criteria for treatment or where *C. elongatus* is considered to have welfare implications? (CoGP 4.3.82, 5.3.51)
11. Has any other action been taken (where applicable)?
12. Have therapeutic treatments or the actions taken had a significant impact upon the lice levels recorded?
13. Are treatments, where conducted, carried out in cooperation between participating farms?
14. Is there a harvesting strategy for the site, where fewer populations or part populations are held without treatment for
15. Is there a site specific written lice management procedure with waypoints describing set actions to deal with recognised
16. Do the sea lice levels observed on stocks reflect sea lice count data? If no please detail reasons.

Containment Inspection

1. Has the site experienced equipment damage due to predators in the current or previous production cycles?
2. Are measures in place to mitigate against the predation experienced on site? (Detail below)

Indoors rent a kill Jump nets

If other, detail below:

3. Have escape incidents or events been experienced on or in the vicinity of the site since the last FHI inspection?
If Yes proceed with questions 4 – 9. If No skip to question 10
4. Have these been reported to Scottish Ministers?
5. Have these been reported to local DSFB forthwith (where they exist)? (CoGP – 4.4.37, 5.4.17)
6. Have these been reported to the SSPO and local fisheries trusts forthwith (where they exist)? (CoGP – 4.4.37, 5.4.17)
7. Were methods (if any) used to recover escapees? If yes give detail
8. If gill nets were deployed was this action agreed with local wild fish interests and was permission given by Scottish Ministers? (Legal, CoGP – 4.4.38, 5.4.18)
9. What action was taken to prevent and minimise the risk of further escapes? (Not covered in code but could be considered under satisfactory measures of the Act)
10. Is the site inspected as satisfactory with regards to containment? If no, please detail reason(s)

Site No: FS0146

Case No: 2020-0488

Nature of non-compliance:

Action taken (FHI):

Non-compliance relevant to (delete): VirologyMolGen/Bacteriology/Histology/Parasitology



FISH HEALTH INSPECTORATE VISIT REPORT

SUMMARY FOR INFORMATION OF SITE OPERATOR

BUSINESS No	FB0169	DATE OF VISIT	17/11/2020
SITE No	FS0146	SITE NAME	Kinlochmoidart Hatchery
CASE No	20200488	INSPECTOR	██████████

Inspection under the Aquatic Animal Health (Scotland) Regulations 2009

The above site was inspected, in accordance with the Aquatic Animal Health (Scotland) Regulations 2009, and to meet the requirements of European Community Council Directive 2006/88/EC.

All epidemiological units were inspected. On this occasion no samples were taken for disease analysis. The Inspector did not observe any clinical signs associated with the listed diseases as described in the Aquatic Animal Health (Scotland) Regulations 2009.

Records

The surveillance frequency category of the site was assessed as medium. An inspection under the Aquatic Animal Health (Scotland) Regulations 2009 will be conducted every second year. The category of the site will be reassessed on a routine basis and updated as required.

The information required for the public record of aquaculture production businesses regarding this site was verified and where necessary updated. The following records were also inspected to ensure that the conditions of authorisation for your Aquaculture Production Business (APB) are being met:

Aquaculture animal and aquaculture animal product movement records were inspected and appeared to be adequately maintained.

Mortality records were inspected and found to be adequately maintained.

Mortality levels had exceeded the reporting criteria since the last inspection and had been reported to the Fish Health Inspectorate as required.

Reports detailing the results of animal health surveillance carried out by or on behalf of the business and/or Marine Scotland were available for inspection.

The biosecurity measures plan for the site was inspected and found to be adequately maintained and implemented.

Inspection under the Animals and Animal Products (Examination for Residues and Maximum Residue Limits) (England and Scotland) Regulations 2015

Medicine records were inspected and found to be adequately maintained.

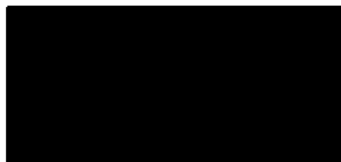
Samples were taken to be analysed for veterinary residues.

Inspection under the Aquaculture and Fisheries (Scotland) Act 2007

The site was also inspected in accordance with the Aquaculture and Fisheries (Scotland) Act 2007 with respect to section 5 regarding containment and escapes.

On this occasion the site was found to be satisfactory.

Please contact myself or the duty inspector should you require any further information or have any queries regarding this report.



Signed:

Date: 02/06/2021

Fish Health Inspector

The Fish Health Inspectorate Service Charter detailing standards of service is available on the Marine Scotland website at <https://www.gov.scot/publications/fish-health-inspectorate-service-charter/>

Case No: 2020-0507 Date of visit: 12/11/2020

Time spent on site: 1.5 hours Main Inspector:

Site No: FS0423 Site Name: Lamlash
Business No: FB0169 Business Name: The Scottish Salmon Company

Case Types: 1 PSI 2 3 4 5 6

Water Temp (°C): Thermometer No: FHI 045 completed N/A

Observations: Region: ST Water type: S CoGP MA: M-48

Dead/weak/abnormally behaving fish present? If yes, see additional information/clinical score sheet.
Clinical signs of disease observed? If yes, see additional information/clinical score sheet.
Gross pathology observed? If yes, see additional information/clinical score sheet.
Diagnostic samples taken?

UNI/REG only - if unable to carry out intended visit detail reason below:

Additional Case Information:

Due to the on going Covid-19 situation a remote inspection was completed on the 12/11/2020. A physical inspection of the stock was planned for the following week, however due to weather conditions ferry transportation to the Isle of Arran was Cancelled and the visit had to be postponed.

WRS less than 10% since input.

Case No: **2020-0507** Site No: **FS0423**
 Date of Visit: **12/11/2020** Inspector(s): **[Redacted]**

Registration/Authorisation Details

1. Business/site details summary checked by site representative? **Y**
 2. Changes made to details? **N**

Site Details

Total No facilities	14	Facilities stocked	14	No facilities inspected	0
Species	SAL	WRS			
Age group	20 S1	Mix			
No Fish	382,293	27,760			
Mean Fish Wt	2.15kg	Mix			
Next Fallow Date (Site)	July 2021		Next Input Date (Site)	Feb 2022	

Recent (last 4 wks) disease problems? **N** Any escapes (since last visit)? **N**
 If yes, detail: **[Redacted]**

Movement Records

1. Movement records available for inspection? **N/A**
 2. Date of last inspection: **[Redacted]**
 3. Are records complete and correctly entered? **[Redacted]**
 4. Are movement records available for dead fish and waste? **Y**
 5. Are records complete and correctly entered? **Y**
 6. Are health certificates for introductions (outwith GB) available? **N/A**

Transport Records

1. Are any movements carried out by (or on behalf) of the business (not using a STB)? **N**
 If yes, is there a system in place for maintenance of transportation records? **[Redacted]**

Mortality Records

1. Mortality records available for inspection? **Y**
 2. How are mortalities disposed of? **Whole fish - Dundas Chemicals**
 If other detail: **[Redacted]**
 3. Mortality records complete and correctly entered? **Y**
 4. Recent mortality (last 4 wks): **WK43 0.54% (2095) WK44 0.75% (2919) WK45 0.67% (2595) WK46 0.27% (1043)**
 5. Evidence of recent increased/atypical mortalities? **N**
 If yes, facility nos/no mortality per facility/no stock per facility/reason: **[Redacted]**

6. Any other peaks in mortality during period checked? **Y**
 If yes, detail: **0.52% (2065) - Freshwater AGD treatment**
 7. Have increased (unexplained) mortalities been reported to vet or FHI? **N/A**
 If yes, detail action: **[Redacted]**
 8. Have 'mortality events' been reported to FHI? If no, add MRT case and enter on mortality events sheet. **N/A**

1. Recent treatments (last 4 wks)?	<input type="checkbox"/>
If yes, detail:	<input type="text"/>
If other, detail:	<input type="text"/>
2. Medicines records available for inspection?	<input type="checkbox"/>
3. Are records complete and correctly entered?	<input type="checkbox"/>
4. Are fish in a withdrawal period?	<input type="checkbox"/>
5. If yes, what treatment(s)?	<input type="text"/>
If other, detail:	<input type="text"/>
6. Are medicines stored appropriately?	<input type="checkbox"/>

Biosecurity Records

1. Biosecurity records available for inspection?	<input type="checkbox"/>
2. Has the manner and frequency of mortality removal, recording and safe disposal been considered?	<input type="checkbox"/>
3. Has the manner and period in which the APB will notify Scottish Ministers or veterinary professional of any <i>increased (unexplained)</i> mortality at the site been included?	<input type="checkbox"/> Y
4. Has the action that will be taken in the event that the presence or suspicion of the presence of a listed disease is detected been included and <i>how</i> and <i>when</i> that will be notified to Scottish Ministers?	<input type="checkbox"/>
5. Has the health status of aquaculture animals being stocked on the farm site been covered (equal or higher health status, certification if required)?	<input type="checkbox"/>
6. Have the husbandry and biosecurity measures implemented between each epidemiological unit to minimise transmission of disease been covered (movement of staff, visitors, equipment, live or dead fish etc.)?	<input type="checkbox"/>
7. Is documentation available regarding the measures in place to maintain the physical containment of aquaculture animals held on site?	<input type="checkbox"/>
8. Have the biosecurity procedures been adequately implemented on site?	<input type="checkbox"/>
If no, detail:	<input type="text"/>

Results of Surveillance

1. Has any animal health surveillance been carried out by, or on behalf of, the business?	<input type="checkbox"/>
2. If yes, are results available for inspection?	<input type="checkbox"/>
3. Any significant results?	<input type="checkbox"/>
If yes, detail (if not detailed under recent disease problems).	<input type="text"/>

Records checked between:

FISH HEALTH INSPECTORATE VISIT REPORT

SUMMARY FOR INFORMATION OF SITE OPERATOR

BUSINESS No	FB0169	DATE OF VISIT	12/11/2020
SITE No	FS0423	SITE NAME	Lamlash
CASE No	20200507	INSPECTOR	[REDACTED]

Passive Surveillance Inspection

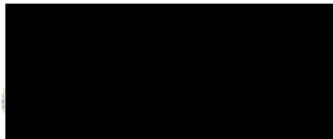
A passive surveillance inspection was conducted by telephone to gather information in accordance with the Aquatic Animal Health (Scotland) Regulations 2009. A physical inspection of the site was due to take place on the 16 November 2020, however this could not be conducted due to weather conditions. This will be rescheduled and completed at a later date.

The information required for the public record of aquaculture production businesses regarding this site was verified and where necessary updated.

No mortality levels exceeding the reporting criteria have been recorded since the last inspection.

Please contact myself or the duty inspector should you require any further information or have any queries regarding this report.

Signed:



Date: 19/05/2021

Fish Health Inspector

The Fish Health Inspectorate Service Charter detailing standards of service is available on the Marine Scotland website at <https://www.gov.scot/publications/fish-health-inspectorate-service-charter/>