

Action Plan for Banbridge District Council

Audit date: 15th- 18th October 2004

Action Plan Updated: 30th August 2005

Further Revised: 31st May 2006

IMPROVEMENTS PLANNED	BY (DATE)	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	PROGRESS	ACTION TAKEN
(i) Rules relating to the use of IT in the Employee handbook will be revised, expanded and implemented, to prevent corruption of, or loss of data from the database	Mar 2005	3.1.8 Develop and implement a documented procedure to prevent corruption of, or loss of data from the database. Ensure that the procedure includes a revised password protection system that is adequate to prevent access and amendment by unauthorised persons. [The Standard – 6.5]	Completed	Memorandum regarding data input issued to all staff on 15 Nov 2004
(ii) All staff will be instructed on authorised input of data	Completed		Completed	As Above
(iii) A new password system will be installed as part of a new software package. It will also include an audit trail linked to the password system.	Apr 2005		Completed	A new bespoke software package has been developed which has been operation from April 2006. The new system includes strict password control and an audit trail for all data entry.

IMPROVEMENTS PLANNED	BY (DATE)	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	PROGRESS	ACTION TAKEN
(i) Develop a suite of reports using an external report writer which will be able to verify data	Dec 2004	3.2.5 Ensure that an accurate food premises profile is maintained on the database to facilitate the provision of accurate statistical monitoring returns to the Agency and to enable service planning. [The Standard – 6.4 & 11.1]	Completed	A report writing system has been developed to generate a range of reports to assist in the validation of data.
(ii) ISO Procedure on Ensuring/Checking the Food Database is Up-To-Date to be amended to include all methods, and frequency, of keeping the database up-to-date	Feb 2005		Completed	ISO Improvement Opportunity Request raised on 17 Nov 2004 and revised procedure implemented Dec 2004.
(iii) An extensive reporting system capable of data verification will be available in the new software package.	Apr 2005		Completed	A report writing system has been developed to generate a range of reports to assist in the validation of data.
(iv) Within the new software package compulsory fields will be included to eliminate errors.	Apr 2005		Completed	New software package requires compulsory data entry of critical fields to ensure all necessary information is entered to generate inspection programme.

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(i) Monitoring returns will be run on 1 April and data required for the Food Service Plan will be taken from it.	Apr 2005	3.2.23 (l) Ensure that accurate and consistent breakdowns of planned food premises profiles and inspection programmes are reported in the statistical monitoring returns to the Agency and the Food Service Plan. Continue to investigate the cause of the computer software's failure to correctly retain premises risk scores. [The Standard – 3.1 & 6.4]	Completed	The new software provider has reviewed the data requirements with the Agency to ensure accuracy of mapping codes for monitoring returns.
(ii) The number of planned inspections recorded on the Monitoring Return and Food Service Plan will be identified by the date of the next inspection and will include all outstanding inspections.	Apr 2005		Completed	The number of planned inspections have been identified by date of next inspection and include all outstanding inspections.
(iii) Continue to investigate why the current package is not holding all risk assessments.	Ongoing		Completed	Not relevant. The then current package has been discontinued.

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<p>(i) The coding system will be reviewed through the Southern Group Food Officers Group in conjunction with the Agency and amended as necessary.</p> <p>(ii) Provide training on implementation of the new codes for all officers and administration staff.</p>	<p>Mar 2005</p> <p>Apr 2005</p>	<p>3.3.23 (ii) Review the coding system used to record food hygiene and food standards inspections and revisits to ensure that all visits are reported in accordance with the guidance on completion of the monitoring form in the Framework Agreement. [The Standard – 16.1]</p>	<p>Completed</p> <p>Completed</p>	<p>Coding system has been reviewed with new software provider and all necessary codes are now available.</p> <p>All staff have been trained in use of the new software package and a comprehensive user manual is available online.</p>
<p>(i) Provide training for officers on risk rating of premises in conjunction with existing CoPs.</p> <p>(ii) Instruct all officers on the use of the CoPs when risk rating premises for both food hygiene and food standards inspections.</p>	<p>Completed</p> <p>Completed</p>	<p>3.3.23 (iii) Ensure that adequate officer training and/or procedural guidance is provided to ensure a correct and consistent approach in the risk rating of premises for food hygiene and food standards in accordance with the relevant Codes of Practice. [The Standard – 5.4]</p>	<p>Completed</p> <p>Completed</p>	<p>In-house training was provided on food standards risk scoring, based on CoP 7 on 19 Nov 2004 as part of an ongoing programme. Further training was provided in May 2005 on Risk Scoring based on the new CoP</p> <p>Issue raised at Departmental Food meeting held on 27 Oct 2004 and confirmed in writing to all officers.</p>

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Provide further training on the use of proforma for carrying out food standards inspections.	Completed	3.3.23 (iv) Ensure that appropriately detailed records of food standards inspections are maintained for all businesses to ensure that the determination of compliance with legal requirements and the history of compliance can be ascertained. [The Standard – 16.1]	Completed	Further training on food standards and the use of inspection proforma was completed on 19 Nov 2004 as part of an ongoing programme. A range of proforma have been introduced to record details of food standards inspections
Issues written instruction to ensure categorisation of food samples is completed in conjunction with the Framework Agreement.	Completed	3.3.23 (v) Ensure that officer training is provided to ensure that food samples are categorised and subsequently reported in accordance with the guidance on completion of the monitoring form contained in the Framework Agreement. [The Standard – 5.4]	Completed	Issue raised at Departmental Food Meeting held on 27 Oct 2004 and confirmed in writing to all officers on 15 Nov 2004.
(i) Procedure for entering details of all enforcement actions to be included in a procedure for internal monitoring and internal verification of statistical monitoring returns.	Completed	3.3.23 (vi) Review the procedures for entering details of enforcement actions, including voluntary surrenders, formal cautions and prosecutions and complaints to ensure that the database is kept up-to-date and is capable of generating accurate reports for statistical monitoring returns. [The Standard – 5.4]	Completed	New procedure introduced to ensure that all enforcement actions are entered on database and implementation included in revised internal monitoring procedure.

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(ii) A paper record of prosecutions taken and formal cautions issued against businesses outside the district will be retained and the details entered manually on the Monitoring Return.	Completed		Completed	New software package has the facility to record prosecutions and formal cautions in respect of businesses outside the district.
An internal monitoring and internal verification of statistical monitoring returns procedure which includes the generation and analysis of a suite of reports to assist with data verification will be developed.	Completed	3.3.23 (vii) Ensure that the computer database is managed and operated in such a manner that enables the Council to provide accurate statistical monitoring returns to the Agency. [The Standard – 6.4]	Completed	Internal monitoring procedure reviewed to include monitoring of data entry and verification of monitoring returns. All data was subjected to a data cleansing exercise prior to input into the new software package.
(i) Develop and implement a documented procedure for internal monitoring to include checks of database and verification of the monitoring form prior to submission.	Completed	3.4.9 Develop and implement documented internal monitoring procedures, including appropriate qualitative and quantitative measures taken to monitor the accuracy of the database and to validate the data submitted to the Agency in the monitoring returns. Ensure that adequate facilities are provided to enable internal monitoring of the information held on the database to be carried out. [The Standard – 19.1 & 19.2]	Completed	Internal monitoring procedure reviewed to include checking on database and verification of monitoring form.

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(ii) An extensive report writing facility will be included in the new software package.	Apr 2005		Completed	New software package includes an extensive ad-hoc report writing facility.