

Action Plan for Ceredigion County Council (Excluding Feed Service*)

Audit Date: 19th - 23rd October 2015

Follow-Up Visit Date: 18th July 2018 – 19th July 2018

(*) The service relating to animal feedingstuffs was not included in the original audit. A new regional feed delivery model was introduced in Wales from April 2015.

Status Key

	Completed
	Good Progress
	Limited Progress
	No Action Taken

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
3.19 (i) Ensure future Service Plans include all the information set-out in the Service Planning Guidance in the Framework Agreement, and complete its review of the resources required for delivering the food hygiene and food standards services against those available. [The Standard – 3.1]		Future service plans will include the information required and will be produced in accordance with Service Planning Guidance as set out in the Framework Agreement.	Service Plan for 2017/18 largely drafted in accordance with the Service Planning Guidance.	<p>Estimates of demand for sampling and incidents.</p> <p>Statement on promotional activities.</p> <p>Trend examination for financial allocation and breakdown of service costs.</p> <p>Amend statement on quality assessment to include internal monitoring.</p> <p>Amend assessment of resources required against those available to include breakdown across service delivery activities.</p> <p>Amend the annual review of service delivery to include targets from the previous service plan including interventions achieved against those due, complaints / service requests responded to within target time, samples completed as planned, infectious disease investigations conducted within target time, incidents responded to within target time.</p> <p>Ensure all variances are identified, explained and addressed as areas for improvement.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
4.6 (i) Ensure that all documented policies and procedures not in use are removed from the web-portal system or restricted from use. [The Standard – 4.1]		All redundant policies and procedures to be removed.	All redundant policies and procedures have been hidden and only those currently in use remain.	Completed.
5.8 (i) Review and amend its scheme of delegation and authorisations to ensure officers are appropriately authorised under all relevant legislation; and amend its procedure for the authorisation of officers to include details of the process for assessing officer competency, and ensure these assessments are documented. [The Standard – 5.1]		To review and amend the scheme delegation and authorisations of officers. To amend its procedure for the authorisation of officers to include details of the process for assessing officer competency and ensure that these assessments are documented.	Scheme of delegation and authorisation procedure updated. Authorisations all updated and accompanied by competency assessments.	Completed.
5.8 (ii) Ensure an appropriate number of authorised officers are allocated to the delivery of food official controls. [The Standard – 5.3]	Food Hygiene	Capacity issues within the service have been formally raised with the Councils Audit Committee and as a consequence the issue has been formally registered on the Corporate Risk Register. Business transformation is being undertaken across all Council services and addressing capacity within the Commercial services section will be included in this.	Capacity issue on Corporate Risk Register. Resource shortfalls identified. Sufficient additional capacity in food hygiene pending. Some additional capacity allocated for food standards but posts unfilled. Temporary funding for contractor resource insufficient.	Ensure the identified additional capacity is enabled within the food hygiene service.
	Food Standards			Ensure an appropriate number of authorised officers are appointed in the food standards service.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
6.8 (i) Amend and implement its procedure for the calibration and maintenance of equipment to ensure thermometers remain properly calibrated. Evidence the results of these checks. [The Standard - 6.2]		To amend and implement the procedure for the calibration and maintenance of equipment.	Procedure updated and implemented. Calibration records maintained in accordance with procedure.	Completed.
7.20 (i) Ensure that food hygiene interventions/inspections are carried out at the minimum frequency specified by the Food Law Code of Practice. [The Standard -7.1]		To provide sufficient resource to ensure that food hygiene interventions/inspections are carried out at the minimum frequency specified by the Food Law Code of Practice i.e. within 28 days of their due date. 2 further members of staff are required within the team to fulfil this recommendation. Resource assessment will be included in service plan for 2017/18 to clearly reflect the shortfall in staff required to undertake duties.	Significant reduction in numbers of overdue interventions and unrated establishments.	Ensure all businesses receive an appropriate intervention at the correct frequency.
7.20 (ii) Carry out food hygiene interventions/inspections in accordance with the Food Law Code of Practice, centrally issued guidance, and its procedures. [The Standard – 7.2]		To carry out food hygiene interventions/inspections in accordance with the Food Law Code of Practice, guidance, and its procedures.	Improvements in risk rating consistently and maintenance and issue of intervention reports.	Ensure reasons for amending risk ratings recorded and where applicable, signed off in accordance with procedures.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
7.20 (iii) Fully assess the compliance of establishments in its area to the legally prescribed standards. [The Standard -7.3]		To fully assess the compliance of establishments in its area to the legally prescribed standards.	Improvements in relation to assessments of compliance; in particular, for HACCP, training, discussions with food handlers, general traceability and use of health / identification marks in approved establishments.	Ensure thorough assessments consistently undertaken in relation to imported foods, cross contamination and incoming identification marks in approved establishments.
7.20 (iv) Ensure that observations made and data obtained in the course of a food hygiene inspection are recorded in a timely manner to prevent loss of relevant information. [The Standard – 7.5]		To ensure that observations made and data obtained in the course of a food hygiene inspection are recorded in a timely manner to prevent loss of relevant information. Further resource (referred to in 7.20(i) above) is required to enable this matter to consistently addressed.	Improvements in officers' observations; in particular, in relation to information on customers and assessments of compliance. Also, information retained in relation to approved establishments.	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
7.36 (i) Ensure that food standards interventions/inspections are carried out at the minimum frequency specified by the Food Law Code of Practice. [The Standard -7.1]		To provide sufficient resource to ensure that food standards interventions/inspections are carried out at the minimum frequency specified by the Food Law Code of Practice i.e. within 28 days of their due date. 2 further members of staff are required within the team to fulfil this recommendation. Resource assessment will be included in service plan for 2017/18 to clearly reflect the shortfall in staff required to undertake duties.	Significant reduction in numbers of overdue interventions.	Ensure all businesses receive an appropriate intervention at the correct frequency.
7.36 (ii) Carry out food standards interventions/inspections in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard - 7.2]		To carry out food standards interventions/inspections in accordance with the Food Law Code of Practice, centrally issued guidance, and its procedures.	Improvements in inclusion of businesses in intervention programme and in risk rating	Completed.
7.36 (iii) Assess the compliance of establishments in its area to the legally prescribed standards. [The Standard – 7.3]		To fully assess the compliance of establishments in its area to the legally prescribed standards.	Improvements in compliance assessments.	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
7.36 (iv) Ensure that observations made and/or data obtained in the course of a food standards intervention/inspection are recorded in a timely manner to prevent the loss of relevant information. [The Standard – 7.5]		To ensure that observations made and data obtained in the course of a food standards inspection are recorded in a timely manner to prevent loss of relevant information. Further resource (referred to in 7.20(i) above) is required to enable this matter to consistently addressed. Resource assessment will be included in service plan for 2017/18 to clearly reflect the shortfall in staff required to undertake duties.	Improvements in officers' observations; in particular, in relation to size and scale of business activities and assessments of compliance. Also, information retained and retrievable.	Completed.
8.7 (i) Amend its food hygiene complaints procedure to include information on its approach to dealing with complaints relating to the hygiene conditions of food establishments. [The Standard - 8.1]		To amend food hygiene complaints procedure to include information on its approach to dealing with complaints relating to the hygiene conditions of food establishments.	Procedure amended.	Completed.
8.7 (ii) Ensure the outcome of food hygiene complaint investigations is communicated to complainants in accordance with its procedure and centrally issued guidance. [The Standard – 8.2]			Complaint investigations completed in all cases.	Ensure complainant is informed of the outcome in all cases where this is appropriate.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
12.9 (i) Set-up, maintain and implement a documented sampling policy for the microbiological examination of food, which accords with the Food Law Code of Practice and centrally issued guidance. [The Standard – 12.4]		To set- up, maintain and implement a documented sampling policy for the microbiological examination of food, which accords with the Food Law Code of Practice and centrally issued guidance.	Sampling policy is documented within the service plan.	Completed.
12.9 (ii) Set-up, maintain and implemented a documented procedure for food standards sampling; and, amend and implement its procedures for the microbiological sampling of foods to include information relating to the arrangements for the procurement or purchase, continuity of evidence and the prevention of deterioration or damage to samples, which accords with the Food Law Code of Practice and centrally issued guidance. [The Standard – 12.5]		To set-up, maintain and implemented a documented procedure for food standards sampling; and, amend and implement its procedures for the microbiological sampling of foods to include information relating to the arrangements for the procurement or purchase, continuity of evidence and the prevention of deterioration or damage to samples, which accords with the Food Law Code of Practice and centrally issued guidance.	Procedures reviewed and updated.	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
12.9 (iii) Take appropriate action in accordance with its Enforcement Policy where sample results are not considered to be satisfactory. [The Standard – 12.7]		To ensure that appropriate action in accordance with its Enforcement Policy is undertaken where sample results are not considered satisfactory.	Appropriate action taken in some cases following adverse sample results.	Ensure all food hygiene and food standards cases are subject to further investigation where this is appropriate to ascertain the cause of the adverse sample and explore whether any offences may have been committed. Where offences have been identified, ensure appropriate enforcement is undertaken.
13.10 (i) Amend the Outbreak Plan adopted by the authority to include local contacts and details of neighbouring authorities and other agencies that have a role in the control of outbreaks. [The Standard - 13.1]		To amend the Outbreak Plan adopted by the authority to include local contacts and details of neighbouring authorities and other agencies that have a role in the control of outbreaks.	Outbreak Plan amended.	Completed.
13.10 (ii) Amend the procedure for investigation of sporadic cases of food related infectious disease to include: <ul style="list-style-type: none"> • information relating to the action that should be taken by officers in respect of implicated food establishments; and, • details of the arrangements for responding to notifications out-of-office hours. Ensure that the procedure is fully implemented. [The Standard -13.2]		To amend the procedure for investigation of sporadic cases of food related infectious disease.	Procedure amended. Implementation includes exploration of risk groups and occupations.	Ensure all high risk investigations undertaken in accordance with procedure.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
15.15 (i) Ensure its Enforcement Policy is amended to include details of its arrangements for ensuring compliance with food hygiene and food standards requirements in establishments where it is the food business operator and the criteria for the use of all enforcement options available. [The Standard – 15.1]		To ensure its Enforcement Policy is amended to include details of its arrangements for ensuring compliance with food hygiene and food standards requirements in establishments where it is the food business operator and to include the criteria for the use of all enforcement options available.	Corporate policy amended and supplemented by food law enforcement policy.	Ensure both policies are approved.
15.15 (ii) Document, maintain and implement its process for instigating Prosecution proceedings. [The Standard -15.2]		To document, maintain and implement its process for instigating Prosecution proceedings.	Case management procedure covers high level aspects of legal procedure.	Ensure all aspects of the prosecution process is documented.
15.15 (iii) Ensure that food hygiene enforcement is carried out in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard - 15.3]		To ensure that food hygiene enforcement is carried out in accordance with the Food Law Code of Practice and centrally issued guidance.	Improvements in use of hygiene improvement notices (HINs) and remedial action notices (RANs) with regards to retention of signed file copies and ensuring proof of service by post. Improvements in withdrawal of RANs. Improvements in recording legal tests in simple caution and prosecution files.	Ensure records of service of HINs and RANs are consistently clear in terms of proof of service by hand and that checks on compliance with RANs are consistently timely.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
15.15 (iv) Ensure all decisions on enforcement action are made following consideration of its Enforcement Policy. [The Standard - 15.4]		To ensure all decisions on enforcement action are made following consideration of its Enforcement Policy.	Consideration of enforcement policy documented in each simple caution and prosecution case.	Completed.
16.7 (i) Ensure that up to date food business registration forms are maintained and retrievable. [The Standard – 16.1]		To ensure that up to date food business registration forms are maintained and retrievable.	Registration forms available for newer businesses.	Ensure up to date food business registration forms are maintained and retrievable for all businesses.
16.11 (i) Ensure that food standards inspection report forms provided to businesses following interventions/inspections contain all of the information required by Annex 6 of the Food Law Code of Practice. [The Standard – 16.1]		To ensure that food standards inspection report forms provided to businesses following interventions/inspections contain all of the information required by the Food Law Code of Practice.	Inspection reports contain most of the information required by Annex 6.	Ensure that the action to be taken by the authority and compliance timescales are consistently included in inspection reports.
16.11 (ii) Ensure that records are kept for at least 6 years. [The Standard – 16.2]		To ensure that records are kept for at least 6 years.	Records retained and retrievable.	Completed.
19.11 (i) Fully implement the documented internal monitoring procedures in order to reflect the full range of official controls. [The Standard – 19.1]		To fully implement the documented internal monitoring procedures in order to reflect the full range of official controls.	Internal monitoring procedures mostly implemented.	Ensure follow up of adverse samples is subject to internal monitoring and that records are maintained for the internal monitoring of infectious disease investigations.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
19.11 (ii) Verify its conformance with the Standard, relevant legislation, the Food Law Codes of Practice, centrally issued guidance and the authority's documented policies and procedures. [The Standard – 19.2]		To verify its conformance with the Standard, relevant legislation, the Food Law Codes of Practice, centrally issued guidance and the authority's documented policies and procedures.	Scope of internal monitoring system incorporates all activities and elements.	Completed.

Summary

Total Recommendations	29
Completed	14
Good Progress	12
Limited Progress	3
No action	0
Total Outstanding	15