



**Updated Action Plan for Ceredigion County Council**

Original Audit Date: 19<sup>th</sup> - 23<sup>rd</sup> October 2015

1<sup>st</sup> Follow-Up Visit Date: 18<sup>th</sup> July 2018 – 19<sup>th</sup> July 2018

Audit date: 13<sup>th</sup> – 15<sup>th</sup> January 2026

Status Key

Blue	Completed
Green	Good Progress
Amber	Limited Progress
Red	No Progress

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
<p>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]</p>	<p><b>Amber</b></p>	<p>Estimates of demand for sampling and incidents. Statement on promotional activities. Trend examination for financial allocation and breakdown of service costs. Amend statement on quality assessment to include internal monitoring. Amend assessment of resources required against those available to include breakdown across service delivery activities. 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. Ensure all variances are identified, explained and addressed as areas for improvement.</p>	<p>Estimate of demand for food standards sampling and statements on promotional activities and quality assessment had been included. An assessment of the resources required had also been included.</p>	<p>Ensure that estimates of demand for food hygiene sampling and incidents investigations are included. In addition, ensure the trend in the overall annual financial budget and a breakdown of financial expenditure are included. Ensure the annual performance review section includes all intervention categories against those due, samples against the sampling plan, complaints/ service requests, incidents and infectious disease investigations against target response times. Ensure variances are identified and explained and areas for improvement address all variances.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	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]	Blue	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]	Blue	Completed.		
5.8 (ii) Ensure an appropriate number of authorised officers are allocated to the delivery of food official controls. [The Standard – 5.3]	Green	<p>Food Hygiene: Ensure the identified additional capacity is enabled within the food hygiene service.</p> <p>Food Standards: Ensure an appropriate number of authorised officers are appointed in the food standards service.</p>	<p>Some additional capacity enabled.</p> <p>Some additional authorised appointed.</p>	Ensure sufficient additional officer capacity is allocated to allow the authority to re-align with their obligations under the law and the FLCoP.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	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]	Blue	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]	Green	Ensure all businesses receive an appropriate intervention at the correct frequency.	50 overdue rated premises and 74 unrated premises yet to receive an intervention.	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]	Amber	Ensure reasons for amending risk ratings recorded and where applicable, signed off in accordance with procedures.	Sign off sometimes taking place but no longer a requirement.	Ensure reasons for amending risk ratings recorded.
7.20 (iii) Fully assess the compliance of establishments in its area to the legally prescribed standards. [The Standard -7.3]	Green	Ensure thorough assessments consistently undertaken in relation to imported foods, cross contamination and incoming identification marks in approved establishments.	Assessments of cross-contamination evidenced consistently. ID marks present on approved files	Ensure thorough assessments consistently undertaken in relation to imported foods.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
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]	Blue	Completed.		
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]	Green	Ensure all businesses receive an appropriate intervention at the correct frequency.	20 overdue rated premises and 145 unrated premises yet to receive an intervention.	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]	Blue	Completed.		
7.36 (iii) Assess the compliance of establishments in its area to the legally prescribed standards. [The Standard – 7.3]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	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]	Blue	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]	Blue	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]	Blue	Ensure complainant is informed of the outcome in all cases where this is appropriate.	Complainants informed of outcome where appropriate	Completed.
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	Blue	Completed.		

centrally issued guidance. [The Standard – 12.4]				
<b>TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)</b>	<b>STATUS</b>	<b>PREVIOUSLY OUTSTANDING</b>	<b>PROGRESS TO DATE</b>	<b>OUTSTANDING</b>
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]	<b>Blue</b>	Completed.		
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]	<b>Blue</b>	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.	Appropriate investigations and enforcement evidenced consistently	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
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]	Blue	Completed.		
<p>13.10 (ii) Amend the procedure for investigation of sporadic cases of food related infectious disease to include:</p> <ul style="list-style-type: none"> <li>• information relating to the action that should be taken by officers in respect of implicated food establishments; and,</li> <li>• details of the arrangements for responding to notifications out-of-office hours.</li> </ul> <p>Ensure that the procedure is fully implemented. [The Standard -13.2]</p>	Blue	Ensure all high-risk investigations undertaken in accordance with procedure.	High-risk investigations undertaken consistently in accordance with procedure.	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	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]	Blue	Ensure both policies are approved.	Corporate Enforcement Policy and its food safety annex approved.	Completed.
15.15 (ii) Document, maintain and implement its process for instigating Prosecution proceedings. [The Standard - 15.2]	Green	Ensure all aspects of the prosecution process is documented.	Prosecution process mostly documented.	Ensure documented procedure includes considerations with regard to the appointment of criminal procedures and investigation roles and responsibilities.
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]	Blue	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.	Proof of service for HINS and RANS consistently available  Compliance with RANS was checked in a timely manner	Completed

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	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]	Blue	Completed.		
16.7 (i) Ensure that up to date food business registration forms are maintained and retrievable. [The Standard – 16.1]	Blue	Ensure up to date food business registration forms are maintained and retrievable for all businesses.	Registration forms consistently available.	Completed.
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]	Amber	Ensure that the action to be taken by the authority and compliance timescales are consistently included in inspection reports.	Action to be taken by the Authority is consistently documented.  Timescales for compliance with food standards compliance are absent.	Ensure details on timescales for food standards are contained in all letters.
16.11 (ii) Ensure that records are kept for at least 6 years. [The Standard – 16.2]	Blue	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]	Green	Ensure follow up of adverse samples is subject to internal monitoring and that records are maintained for the internal monitoring of infectious disease investigations.	Records maintained for monitoring of infectious disease investigations.	Ensure follow up of adverse samples is subject to internal monitoring.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	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]	Blue	Completed.		

## FHRS audit 2017/18 Action Plan for Ceredigion County Council

RECOMMENDATION	STATUS	OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
Food Hygiene Rating Scheme audit actions relating to service planning	Amber	To include a programme of interventions in accordance with requirements, information on scheme promotion and full, detailed review of delivery.	Service Plan includes some outstanding interventions.	Ensure the Service Plan commits to delivering all interventions in accordance with the FLCOP and identifies how unrated premises are prioritised and how the scheme is promoted. Ensure the performance review included the numbers of all outstanding interventions.
Food Hygiene Rating Scheme audit actions relating to authorised officers.	Blue	Ensure authorised officers have undertaken consistency training.	Officers have received recent rating consistency training.	Completed.

RECOMMENDATION	STATUS	OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
Food Hygiene Rating Scheme audit actions relating to food hygiene interventions programme.	Blue	To ensure all due interventions are completed at the correct frequency and programme data is reliable.	Some premises were overdue an intervention or were unrated. Recommendation is a duplicate of 7.20(i) above and will be closed.  Due dates and total scores consistently accurate.	Closed as a duplicate.  Completed.
Food Hygiene Rating Scheme audit actions relating to procedures.	Blue	To ensure procedures, including aide memoires and letter templates ensure compliance with Scheme requirements.	Database procedures for back up now provided. Intervention procedures, aide memoires and report letter templates amended. Enforcement policy refers to action in LA premises.	Completed. Prosecution procedure action duplicates that in 15.15(ii) above and will be closed.
Food Hygiene Rating Scheme audit actions relating to enforcement actions.	Green	To ensure both informal and formal enforcement action in response to breach of FHRS legislation is in line with guidance.	FHRS fixed penalty notices issued in line with guidance.	Ensure informal enforcement letters issued consistently within 14 days, in accordance with statutory guidance.

### Summary

<b>Total Recommendations</b>	<b>34</b>
<b>Completed</b>	<b>23</b>
<b>Good Progress</b>	<b>7</b>
<b>Limited Progress</b>	<b>4</b>
<b>No action</b>	<b>0</b>
<b>Total Outstanding</b>	<b>11</b>