



Updated Action Plan Neath Port Talbot County Borough Council

Audit Date: 19th - 23rd May 2014

Follow-Up Visit Date: 8th – 9th August 2016

2<sup>nd</sup> Follow up visit: 2nd – 4th December 2025

Status Key

<b>Blue</b>	Completed
<b>Green</b>	Good Progress
<b>Amber</b>	Limited Progress
<b>Red</b>	No Progress

RECOMMENDATION INCLUDING STANDARD PARAGRAPH	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING ACTIONS
<p>3.27 (i) Ensure future Food and Feed Service Plans are developed in accordance with the Service Planning Guidance in the Framework Agreement. In particular, the costs of providing food and feed law enforcement services should be included, together with an estimate of the officer resource required to deliver the services against those available. [The Standard – 3.1]</p>	<p>Blue</p>	<p>Completed.</p>		
<p>3.27 (ii) Carry out an annual food and feed law enforcement performance review for approval by the relevant member forum or senior officer, as appropriate. [The Standard – 3.2]</p>	<p>Green</p>	<p>Ensure the review reflects the performance required against the Food Law Code of Practice and ensure all parts reflect performance against targets set out in the previous Service Plan.</p>	<p>Performance review captures most obligations against the Code and the previous service plan.</p>	<p>Ensure the annual performance review includes the progress in achieving the planned sampling activity and achieving target responses to reactive work.</p>

RECOMMENDATION INCLUDING STANDARD PARAGRAPH	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING ACTIONS
<p>5.10 (i) Review, amend and implement its scheme of delegation and authorisation procedures to ensure officers are appropriately authorised following an assessment of their qualifications and competencies; and, Set-up, maintain and implement a documented procedure for the authorisation of food hygiene officers based on their competence in accordance with the Food Law Code of Practice and relevant centrally issued guidance. [The Standard – 5.1]</p>	<b>Blue</b>	<p>Completed.</p> <p>Completed.</p>		
<p>5.10(ii) Review and where necessary amend officer authorisations to ensure the level of authorisation and duties of officers are consistent with their qualifications, training, experience and the Food Law Code of Practice. [The Standard – 5.3]</p>	<b>Blue</b>	<p>Completed.</p>		

RECOMMENDATION INCLUDING STANDARD PARAGRAPH	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING ACTIONS
5.10 (iii) Ensure all authorised officers receive the training required to be competent to deliver the technical aspects of the work in which they will be involved, in accordance with the Codes of Practice. [The Standard - 5.4]	Blue	Completed.		
5.10 (iv) Maintain records of relevant academic or other qualifications, training and experience of each authorised officer in accordance with the relevant Codes of Practice. [The Standard - 5.5]	Blue	Completed.		
7.18(i) Ensure that food establishment interventions/inspections are carried out at the minimum frequency specified by the Food Law Code of Practice. [The Standard - 7.1]	Amber	Ensure that establishments receive food hygiene interventions at the minimum frequency as specified by the Food Law Code of Practice.	A large number of premises were overdue an intervention or were unrated and the backlog had increased since the beginning of the year. No plan to re-align with the Code.	Ensure that establishments receive food hygiene interventions at the minimum frequency as specified by the Food Law Code of Practice.
7.18(ii) Carry out interventions/inspections in accordance with the Food Law Code of Practice and centrally issued guidance, and the authority's policies and procedures. [The Standard - 7.2]	Blue	Ensure that risk ratings are consistent with officer findings and actions.	Risk ratings consistent with findings and actions taken.	Completed.

RECOMMENDATION INCLUDING STANDARD PARAGRAPH	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING ACTIONS
7.18(iii) Assess the compliance of establishments in its area to the legally prescribed standards; and take appropriate action on any non-compliance found, in accordance with the authority's Enforcement Policy. [The Standard – 7.3]	Blue	Further work is required in relation to ensuring officer's document their assessment of compliance with regards to imported food.	Compliance checks on imported food undertaken where appropriate.	Completed.
7.18(iv) Fully implement its documented procedures in relation to inspections and revisits of food establishments. [The Standard -7.4]	Blue	Completed.		
7.18 (v) Ensure that observations made in the course of an 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 establishment interventions and inspections are carried out at a frequency which is not less than that determined by the Food Law Enforcement Code of Practice. [The Standard – 7.1]	Amber	Ensure food standards interventions, particularly medium, low risk and unrated establishments are conducted at the minimum frequency as specified by the Food Law Code of Practice.	A significant number of premises, including a high risk establishment, were overdue an intervention or were unrated. Half the database was missing due to a problematic database migration. No plan to re-align with the Code.	Ensure food standards interventions are conducted at a frequency that is in accordance with the Food Law Code of Practice.

RECOMMENDATION INCLUDING STANDARD PARAGRAPH	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING ACTIONS
<p>7.36 (ii) Carry out interventions/ inspections and risk assess establishments in accordance with relevant legislation, the Food Law Code of Practice and centrally issued guidance. [The Standard – 7.2]</p>	<p><b>Green</b></p>	<p>The authority must ensure:</p> <ul style="list-style-type: none"> <li>- that risk ratings reflect officers findings,</li> <li>- That appropriate follow up action is taken where significant issues are discovered,</li> <li>- that only eligible premises are included in any alternative enforcement strategy (AES), and where the AES involves information and data capture by an unqualified officer that this is reviewed by an appropriately qualified officer.</li> </ul>	<p>Risk ratings were reflective of officer findings.</p> <p>Appropriate follow up action was not always taken with risk scores indicating a re-visit was required but not undertaken.</p> <p>AES was no longer in use by the authority.</p>	<p>The authority must ensure:</p> <ul style="list-style-type: none"> <li>- That appropriate follow up action is taken where significant issues are discovered.</li> </ul>
<p>7.36 (iii) Assess the compliance of establishments in its area to the legally prescribed standards; and ensure timely action is taken to follow-up non-compliance in accordance with the authority’s Enforcement Policy. [The Standard – 7.3]</p>	<p><b>Amber</b></p>	<p>The authority must ensure that officers document the scope of their interventions at establishments and their assessment of compliance in line with the authority’s procedure and the Food Law Code of Practice.</p>	<p>The correct aide-memoir was not routinely in use and the required information was only being recorded on rare occasions.</p>	<p>The authority must ensure that officers document the scope of their interventions at establishments and their assessment of compliance in line with the authority’s procedure and the Food Law Code of Practice.</p>

RECOMMENDATION INCLUDING STANDARD PARAGRAPH	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING ACTIONS
7.36 (iv) Ensure the documented food standards interventions procedures reflect the requirements of the Food Law Code of Practice and Practice Guidance. [The Standard – 7.4]	Blue	Completed.		
7.36 (v) Ensure that observations and/or data made in the course of an intervention/inspection are recorded in a timely manner to prevent the loss of relevant information, and that all records of interventions are stored in such a way that they are retrievable. [The Standard – 7.5]	Blue	The authority must ensure that officers consistently record their inspection observations and findings in a timely and retrievable manner.	Observations and findings were recorded in a timely manner, and all records were retrievable.	Completed.
8.13 (i) Set up, maintain and implement a documented policy and procedures in relation to complaints about food and feed establishments; and, amend the food standards and feed complaints procedures to include details of its approach to complaints relating to food and feed originating from other EU member states or third countries. [The Standard – 8.1]	Blue	The authority must ensure that its Food/Feed Stuffs/Food Premises Complaints Procedure is fully implemented in relation to food hygiene complaints. With respect to Food Hygiene complaint investigations, officers should document their investigation findings using the forms laid out in the procedure.	The complaints procedure had been amended and the previous form was no longer in use.	Completed.

RECOMMENDATION INCLUDING STANDARD PARAGRAPH	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING ACTIONS
8.13 (ii)Ensure the outcome of food hygiene and food standards complaint investigations is communicated to complainants, and that the target response times for food hygiene, standards and feed complaints are met, in accordance with its procedures. Notify all food standards complaints identified as serious localised, or non-localised food hazards to the FSA in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standards 8.2]	Blue	Completed.		
12.10 (i)Review, update and implement its documented Food Sampling Policy in accordance with centrally issued or relevant guidance and the Food Law Code of Practice; and ensure that the Food Sampling Policy and Food Standards and Feed Sampling Policy Procedure include reference to its approach to national sampling priorities. [The Standard – 12.4]	Blue	Completed.		

RECOMMENDATION INCLUDING STANDARD PARAGRAPH	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING ACTIONS
12.10 (ii) Amend the Food Standards and Feed Sampling Policy Procedure to include information on the methodologies for sampling products in different states, and a list of equipment required for taking samples, in accordance with the Food Law Code of Practice and relevant centrally issued guidance. [The Standard – 12.5]	Blue	Completed.		
12.10 (iii) Carry out food and feed sampling in accordance with its procedures. [The Standard – 12.6]	Blue	Completed.		
12.10 (iv) Take appropriate action in accordance with its Enforcement Policy where microbiological sample results are not considered to be satisfactory. [The Standard – 12.7]	Blue	Completed.		
13.8 (i) Ensure that the procedure for investigation of infectious diseases is implemented in all cases. [The Standard – 13.2]	Blue	Completed.		

RECOMMENDATION INCLUDING STANDARD PARAGRAPH	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING ACTIONS
14.7 (i) Notify the FSA of any serious localised incidents or wider food safety problems in accordance with the Food Law Code of Practice. [The Standard – 14.5]	Blue	Notify the FSA of any serious localised incidents or wider food safety problems in accordance with the Food Law Code of Practice.	FSA notified in all cases, where applicable.	Completed.
15.19 (i) Amend its Enforcement Policy to include Primary Authority considerations and the criteria for use of all available food and feed enforcement options in accordance with the relevant Codes of Practice and official guidance, and ensure the policy is implemented. [The Standard – 15.1]	Blue	Completed.		
15.9 (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]	Green	Ensure that compliance with RANs is checked in a timely manner.	Timely checks made in most but not all cases.	Ensure that compliance with all RANs is checked in a timely manner.
15.9 (iv) Document the reasons for any departure from the criteria set-out in the Enforcement Policy. [The Standard – 15.4]	Blue	Completed.		

RECOMMENDATION INCLUDING STANDARD PARAGRAPH	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING ACTIONS
<p>16.9 (i) Maintain up to date accurate records of all food establishments in its area, in accordance with the Food Law Code of Practice and centrally issued guidance. These records shall include reports of all interventions/ inspections, the determination of compliance with legal requirements made by the authorised officer, details of action taken where non-compliance was identified and details of any enforcement action taken. The authority should also record, with reasons, deviation from set procedures. [The Standard – 16.1]</p>	<p><b>Amber</b></p>	<p>Ensure that inspection reports and letters are communicated to Food Business Operators post inspection and ensure that food standards reports contain all necessary information as specified in the Food Law Code of Practice including name of person seen, the food law under which interventions were undertaken, designation of inspecting officer and timescales for compliance. Ensure all relevant establishment information is retained on establishment files; including notebook observations.</p>	<p>Whilst an inspection summary sheet was left with the Food Business Operators post inspection it only contained some of the required information as specified in the Food Law Code of Practice.</p>	<p>Ensure that food standards reports contain all necessary information including timescale for compliance, samples taken and documents examined.</p>

RECOMMENDATION INCLUDING STANDARD PARAGRAPH	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING ACTIONS
19.12(i) Fully implement the revised internal monitoring procedure for food hygiene, food standards and feed. [The Standard – 19.1]	Green	The authority must ensure food standards accompanied visits are conducted in accordance with its procedure and the full detail of the food standards establishment file checks carried out must be demonstrated in the records maintained.	Accompanied visits carried out inline with procedure. Partial information recorded in relation to file checks.	Ensure full detail of the food standards establishment file checks carried out are demonstrated in the records maintained.

## FHRS audit 2017/18 Action Plan for Neath Port Talbot County Borough Council

RECOMMENDATION	STATUS	OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
Food Hygiene Rating Scheme audit actions relating to service planning.	Blue	To include details of new business interventions and FHRS scheme promotion.	Service plan was updated to include this information.	Completed.
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.
Food Hygiene Rating Scheme audit actions relating to food hygiene interventions programme.	Blue	To ensure all due interventions are completed at the correct frequency.	A large number of premises were overdue an intervention or were unrated. Recommendation is a duplicate of 7.18(i) above and will be closed.	Closed as a duplicate.

RECOMMENDATION	STATUS	OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
Food Hygiene Rating Scheme audit actions relating to re-ratings.	Green	To ensure re-rating undertaken correctly.	Intervention re-ratings were correctly displayed on the FHRS website.	Ensure re-ratings accurately reflect the establishment's compliance track record.
Food Hygiene Rating Scheme audit actions relating to intervention procedures.	Green	To ensure procedures, including aide memoires and letter templates ensure compliance with Scheme requirements.	Aide memoires, report letter templates had been amended to include the required detail. Procedures had mostly been amended.	Ensure procedures include: • Method of prioritising unrated premises that is in accordance with the Code and Practice Guidance.
Food Hygiene Rating Scheme audit actions relating to enforcement actions.	Green	To provide procedures on prosecution / caution, action in LA premises & action in response to breach of FHRS legislation. Ensure FHRS warnings issued in line with guidance.	Procedures provided for most enforcement actions.  FHRS warning issued in line with guidance.	Document the procedure for issuing FHRS scheme fixed penalty notices.
Food Hygiene Rating Scheme audit actions relating to internal monitoring.	Green	Provide documented procedure for undertaking internal monitoring.	Documented procedure for food hygiene monitoring covers most FHRS requirements.	Amend procedure to include bulk database quality checks.

**Summary**

<b>Total Recommendations</b>	<b>36</b>
<b>Completed</b>	<b>24</b>
<b>Good Progress</b>	<b>8</b>
<b>Limited Progress</b>	<b>4</b>
<b>No action</b>	<b>0</b>
<b>Untested</b>	<b>0</b>
<b>Total Outstanding</b>	<b>12</b>