

Updated Action Plan for Torfaen County Borough Council

Original Audit Date: 27 - 31 July 2015

1st follow up visit date: 8 - 9 July 2019

2nd follow up visit date: 5 – 6 December 2024

Remote Audit: April 2025

Annex 2

Status Key

Blue	Completed
Green	Good Progress
Amber	Limited Progress
Red	No Progress

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
<p>3.22The authority should; (i) Ensure future Food Hygiene and Standards Service Plans are developed in accordance with the Service Planning Guidance in the Framework Agreement. In particular, the costs of providing food law enforcement services should be included, together with an estimate of the resources required to deliver the services against those available. [The Standard – 3.1]</p>	Blue	<p>Ensure that future service plans provide detail in relation to the costs of operating the service and examine the trend of growth or reduction in real terms in accordance with the Service Planning Guidance.</p> <p>Ensure figures relating to the total number of due food hygiene interventions are accurate and that numbers of due food standards interventions clearly include any interventions carried over from the previous year. Provide estimates for new businesses requiring food hygiene and standards inspections.</p> <p>Include within the assessment of resources required against those available a breakdown across service delivery activities and distinguish numbers of qualified staff from support staff.</p>	<p>The Service plan contained information on service costs, a budget trend analysis, accurate intervention figures, identifying carried over interventions and a statement indicating sufficient resources were in place.</p>	Completed.

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
3.22 (ii) Carry out and document annual food hygiene and standards services performance reviews, in accordance with the service planning guidance and submit these for approval by the relevant Executive Member or member forum, as appropriate. [The Standard -3.2]	Blue	Ensure future annual reviews include all information on the previous years' performance against the service plan and any specified performance targets, standards and outcomes.	The review against the previous year's service included assessments against all relevant targets, standards and outcomes.	Completed.
3.22 (iii) Ensure all variances are addressed in the subsequent food standards service plans. [The Standard 3.3]	Blue	<p>Ensure all variances are identified and explained during the annual review of service delivery including those in relation to overdue programmed food standards interventions and unrated establishments.</p> <p>Ensure that these are addressed (where necessary) as areas for improvement.</p>	Variances were identified and explained.	Completed.

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
4.6 The authority should (i) Ensure that all documented policies and procedures for the food hygiene service are reviewed at regular intervals and whenever there are changes to legislation or centrally issued guidance. [The Standard – 4.1]	Blue	Completed.		
5.11 The authority should (i) Set-up, maintain and implement a documented procedure for the authorisation of food standards officers based on their competence in accordance with the Food Law Code of Practice and relevant centrally issued guidance. [The Standard- 5.1]	Blue	Ensure that competency assessments are documented.	Competency assessments were available for all food standards officers.	Completed.

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
5.11 (ii) Ensure an appropriate number of authorised officers are allocated to the delivery of food standards official controls. [The Standard – 5.3]	Blue	<p>The resource assessment in the Service Plan indicates a variance between the actual number of full-time equivalent (FTE) professional officers in post when compared to the estimate of numbers of FTE's required.</p> <p>There is a shortfall in rated and unrated food standards interventions completed in accordance with the frequencies prescribed within the Food Law Code of Practice.</p> <p>Ensure an appropriate number of authorised officers are appointed to deliver food standards official controls.</p>	The service plan indicated that sufficient resources were in place for food standards and this was demonstrated in the delivery of the work activities.	Completed.
5.11 (iii) Ensure all authorised food hygiene officers receive the minimum amount of CPD training, in accordance with the Food Law Code of Practice. [The Standard – 5.4]	Blue	Completed.		

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
5.11 (iv) Maintain records of relevant academic or other qualifications of each authorised food standards officer in accordance with the relevant Codes of Practice. [The Standard – 5.5]	Blue	Completed.		
6.7 The authority should (i) Ensure that equipment is properly maintained and calibrated, and is removed from service when found to be defective. To support this task, set up, maintain and implement a documented procedure, which should include identification of equipment, evidence of maintenance and calibration, and the results of any in service checks. [The Standard – 6.2]	Blue	Completed.		

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
<p><u>Food Hygiene</u></p> <p>7.29 The authority should</p> <p>(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]</p>	Blue	Ensure that all due interventions and unrated establishment interventions are undertaken in accordance with the Food Law Code of Practice.	The food hygiene service has recovered sufficiently to be in alignment with the requirements of the Code.	Completed.
<p>7.29 (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]</p>	Blue	<p>Ensure that revisits are consistently undertaken in a timely manner in accordance with procedures.</p> <p>Ensure that where risk ratings of approved premises are revised, the reasons are documented.</p>	<p>Where applicable revisits were undertaken in a timely manner in accordance with procedures.</p> <p>The revision of risk ratings of approved premises was not applicable.</p>	Completed.

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
7.29 (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	<p>Ensure that discussions with food handlers are consistently documented and assessments are consistently undertaken of food handler hygiene training, health / identification marks for incoming foods and imported foods.</p> <p>Ensure that appropriate enforcement action is consistently taken in relation to intervention findings.</p>	<p>Discussions with food handlers, food hygiene training, health / identification marks and consideration of imported foods were documented in all cases.</p> <p>Where applicable, appropriate enforcement action was taken.</p>	Completed.
7.29 (iv) Set up and implement procedures for the full range of interventions/inspections that is carries out including alternative enforcement strategy. Amend and fully implement its documented procedures in relation to inspections and revisits of food premises. [The Standard – 7.4]	Blue	Completed.		

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
7.29 (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.		
<u>Food Standards.</u> 7.45 The authority should (i) Ensure that food standards interventions / inspections at food establishments in its area are carried out at a frequency, which is not less than that determined under the intervention rating scheme set-out in the Food Law Code of Practice. [The Standard - 7.1]	Blue	Ensure that all establishments, including medium, low-risk and unrated establishments, receive an appropriate intervention at the correct frequency.	The food standards service has recovered sufficiently to be broadly in alignment with the requirements of the Code.	Completed.

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
7.45 (ii) Carry out interventions / inspections including Alternative Enforcement Strategies (AES) in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard – 7.2]	Blue	Ensure that businesses selected for AES are eligible and that risk ratings are not altered following the intervention.	All business selected were eligible for AES and risk ratings were not altered.	Completed.
7.45 (iii) Assess the compliance of establishments in its area to legally prescribed standards; and take appropriate action on non-compliances in accordance with its Enforcement Policy. [The Standard - 7.3]	Blue	Completed.		
7.45 (iv) Set-up, maintain and implement documented procedures for the full range of interventions it carries out. [The Standard – 7.4]	Blue	Completed.		

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
7.45 (v) Ensure 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.		
8.8 The authority should (i) Set-up, maintain and implemented a documented procedure in relation to food hygiene complaints, and amend the Trading Standards Complaints and Enquiries procedure to set-out its approach to investigating complaints, including those relating to food from other countries. [The Standard – 8.1]	Blue	Completed.		

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
8.8 (ii) Ensure that all complaints relating to food hygiene matters are thoroughly investigated in a timely manner. [The Standard – 8.2]	Blue	Ensure that all complaints relating to food hygiene matters are thoroughly investigated in a timely manner and concluded satisfactorily.	All complaints relating to food hygiene were thoroughly investigated in a timely manner and concluded satisfactorily.	Completed.
11.3 The authority should (i) Set-up, maintain and implement documented procedures to ensure that its food hygiene and food standards databases are accurate, reliable and up to date. [The Standard - 11.2]	Blue	Completed.		

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
12.13 The authority should (i) Set up, maintain and implement a food standards sampling policy and programme which accords with the Food Law Code of Practice and centrally issued guidance and includes reference to its approach to national sampling programmes. Amend the Microbiological Food Sampling Policy to include reference to Primary Authority and its approach to sampling out of office hours [The Standard – 12.4]	Blue	Completed.		

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
12.13 (ii) Set up, maintain and implement a procedure for microbiological sampling and amend the food standards sampling procedure to include information on the arrangements for the procurement or purchase of samples, continuity of evidence and the prevention of deterioration or damage to samples whilst under its control. (The Standard – 12.5]	Blue	Completed.		
13.9 The authority should (i) Amend the Outbreak Control Plan to ensure that it includes the relevant up to date local contacts. [The Standard – 13.1]	Blue	Completed.		

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
13.9 (ii) Ensure that the procedure for investigation of infectious diseases is implemented in all cases. In particular, undertake thorough investigation including whether action was taken to remove exposure factors identified in implicated food establishments; in accordance with the Food Law Code of Practice and the authority's enforcement policy. [The Standard -13.2]	Blue	Completed.		
13.9 (iii) Ensure that all records relating to the control and investigation of food related infectious disease shall be kept for at least six years. [The Standard – 13.3]	Blue	Completed.		

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
14.5 The authority should (i) Set up and maintain documented food hygiene service procedures and further develop the documented food standards procedure for initiating and responding to food alerts, in accordance with the relevant Codes of Practice. These procedures shall include out of hours contact arrangements. [The Standard – 14.1 & 14.4]	Blue	Completed.		

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
15.7 (i) The authority should review and amend both enforcement policies to include criteria for the use of all available food enforcement options in accordance with the relevant Codes of Practice and official guidance and ensure the policies are approved by the Executive Member and fully implemented. [The Standard – 15.1]	Blue	Ensure the enforcement policy includes criteria for each of the food enforcement options. This may be done by adding criteria contained in the food enforcement procedures as an appendix to the Public Protection Services Enforcement & Compliance Policy.	The Public Protection Services Enforcement & Compliance Policy (March 2023) has been amended to reference the same criteria for the service for notices as outlined in the Food Law Code of Practice and Practice Guidance.	Completed.

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
15.7 (ii) Set up, maintain and implement documented enforcement procedures for follow up and enforcement actions in accordance with the relevant Codes of Practice and official guidance. [The Standard -15.2]	Blue	<p>The procedures developed for food standards improvement notices, imported food notices and enforcement in approved establishments should be amended to include the method of service of enforcement documentation; including retention of proof of service.</p> <p>Ensure that procedures are developed in relation to simple cautions and prosecutions; to include the process for compiling case files and approving decisions.</p>	<p>A notice service record template form has been produced to document the method and proof of service. This now includes all of the previously absent notices.</p> <p>A schematic flow diagram was provided that documents the procedure for simple cautions and prosecutions.</p>	Completed.

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
15.7 (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	<p>Ensure that proof of service of HINs is recorded and that timely checks on compliance are consistently undertaken.</p> <p>Ensure that records of voluntary closure include a signature of the business operator undertaking not to trade without approval.</p> <p>Ensure that permission to re-open is documented and that checks on compliance are consistently recorded.</p> <p>Ensure decisions by the Prosecuting Officer on instigating prosecution proceedings or offering a Simple Caution are documented in relation to compliance with the Public Protection Services Enforcement & Compliance Policy and the Code for Crown Prosecutors. Ensure that sufficient evidence for conviction is considered by the Prosecuting Officer when making decisions on offering Simple Caution.</p>	<p>Proof of service was available for all HIN's and timely checks on compliance had taken place.</p> <p>Voluntary Closure agreements were signed by the FBO undertaking not to trade without approval. Permission to re-open was documented in all cases.</p> <p>Decisions by Prosecuting Officer consistently documented following consideration of appropriate evidence.</p>	Completed.

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
15.7 (iv) Ensure decisions on enforcement action are made following consideration of the authority's enforcement policy. Document the reasons for any departure from the criteria set-out in the enforcement policy. [The Standard - 15.4]	Blue	Ensure that the enforcement action taken in matters arising from food hygiene inspections is appropriate in all cases. Ensure that matters are escalated for a decision on prosecution or Simple Caution by the Prosecuting Officer in all cases where this is appropriate. Document the reasons for any departure from the criteria set-out in the enforcement policy.	Where applicable, enforcement action taken in matters arising from food hygiene inspections was appropriate. No deviations of enforcement policy criteria.	Completed.

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
16.7The authority should (i) Maintain up to date, accurate records in a retrievable form on all relevant food establishments in accordance with Codes of Practice and centrally issued guidance. These records should include reports of all interventions / inspections, the determination of compliance with legal requirements made by the officer and details of action taken. The authority should also record, with reasons, deviations from set procedures. [The Standard – 16.1]	Blue	<p>Ensure that the core elements of a business's HACCP are consistently retained including at all Critical Control Points (CCPs). Ensure premises registration forms are consistently stamped with the date of receipt. Ensure that inspection reports are consistently addressed to the registered address and detail whether or not a sample was taken.</p> <p>Where serious contraventions are identified, ensure that the reasons for any deviations from procedures are documented. On approved establishment files, ensure that a synopsis, product lists and food recall and withdrawal plans are consistently available.</p>	<p>The core elements of a business's HACCP retained in all cases. Premises registration forms date stamped in all cases. All inspection reports addressed to the registered address and included information on whether any samples were taken was available in all cases.</p> <p>There were no instances where there had been deviations from procedures. Approval files contained a business synopsis and details of product lists and food recall and withdrawal plans.</p>	Completed.

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
16.11 The authority should (i) Ensure that food standards post inspection report forms provided to businesses following interventions/inspections contain all of the information required by the Food Law Code of Practice. [The Standard - 16.1]	Blue	Ensure that reports consistently contain details of the inspecting officer, contact details for a senior officer and timescales for compliance.	All reports contained details of the inspecting officer, contact details for a senior officer and timescales for compliance.	Completed.
19.11 The authority should (i) Set up, maintain and implement documented internal monitoring procedures for food standards and revise and fully implement the documented internal monitoring procedures for food hygiene in order to reflect the full range of official controls. [The Standard – 19.1]	Blue	Completed.		

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
19.11 (ii) For both services, verify its conformance with the Standard, relevant legislation, the relevant Codes of Practice, centrally issued guidance and the authority's documented policies and procedures [The Standard – 19.2].	Blue	Ensure the food hygiene internal monitoring procedure is fully implemented across the full range of food hygiene activities.	Internal monitoring procedures were being implemented.	Completed.
19.11 (iii) Ensure records are made of all internal monitoring and that these are kept for at least two years. [The Standard – 19.3]	Blue	Maintain records of internal monitoring across the full range of food hygiene and food standards activities for at least two years.	Evidence of internal monitoring activities was provided in relation to food standards and hygiene activities.	Completed.
Food Hygiene Rating Scheme audit actions relating to service planning.	Blue		Service plan amended in relation to FHRS.	Completed.
Food Hygiene Rating Scheme audit actions relating to procedures.	Blue		Procedures relating to FHRS have been amended.	Completed.

RECOMMENDATION	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
Food Hygiene Rating Scheme audit actions relating to inspection reports.	Blue		Inspection reports contained FHRS validity and appeal information.	Completed.
Food Hygiene Rating Scheme audit actions relating to re-ratings.	Blue		Re-rating inspection dates and rating were consistent with the food hygiene rating website.	Completed.
Food Hygiene Rating Scheme audit actions relating to internal monitoring.	Blue		Internal monitoring covers relevant aspects of FHRS scheme.	Completed.

Summary

Total Recommendations	42
Completed	42
Good Progress	0
Limited Progress	0
No Action Taken	0
Untested	0
Total Outstanding	0