

Action Plan for Newport City Council (Excluding Feed Service*)

Audit Date: 13th – 17th January 2014

1st Follow-Up Visit Date: 5th- 6th July 2017

2nd Follow-Up Visit Date: 5th - 6th August 2019

(*) Actions arising from the audit in relation to animal feedingstuffs have not been included. A new regional feed delivery model was introduced in Wales from April 2015.

Status Key

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| | Completed |
| | Good Progress |
| | Limited Progress |
| | No Action Taken |

| TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH) | STATUS | PLANNED IMPROVEMENTS | PROGRESS TO DATE | OUTSTANDING ACTIONS | Trading Standards |
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| 3.23 (i) Further develop the service planning arrangements, in accordance with the Service Planning Guidance in the Framework Agreement. An assessment of the resources required to deliver food and feed law enforcement services against the resources available should be included. [The Standard – 3.1] | | The authority will fully address the matters identified in the audit report in the next draft of the Service Plan. | | <p>Ensure that future food service plans are developed in accordance with the Service Planning Guidance to include the following:</p> <ul style="list-style-type: none"> - within the assessment of resources, a statement of the numbers of posts required to deliver the service and the number of posts available (in terms of full-time equivalents) and distinguish numbers of qualified staff from support staff. - examine the trend of growth or reduction in expenditure involved in providing the service in real terms. - ensure figures relating to the total number of due food standards interventions required to comply with the Food Law Code of Practice are accurate and include interventions at A, B and C rated establishments, unrated establishments, and any interventions carried over from the previous year. - include all information on the previous years' performance against the service plan and any specified performance targets, standards and outcomes including for A, B and C rated establishments, unrated establishments and new businesses. - ensure all variances are identified and explained during the annual review of service delivery including those in relation to overdue programmed food hygiene interventions, unrated establishments and new businesses. - ensure that these are addressed (where necessary) as areas for improvement. | |

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| | | <p>Implement the recommendation for Food Safety in the Service Plan for 15/16.</p> <p><u>2019 update</u> Revised Service plan in 2019/2020. Matters identified by FSA will be incorporated into the planning for 2020/2021</p> <p>Service plan to be reviewed at Q4 of each year prior to the next years' work commencing</p> | <p>Some detail has been included within the review section of the draft 2019/20 Service Plan.</p> | <p>Ensure that future food service plans are developed in accordance with the Service Planning Guidance to include the following:</p> <ul style="list-style-type: none"> - within the assessment of resources, a statement of the numbers of posts required to deliver the service (in terms of full-time equivalents) and distinguish numbers of qualified staff from support staff. - examine the trend of growth or reduction in expenditure involved in providing the service in real terms. - ensure figures relating to the total number of due food hygiene interventions required to comply with the Food Law Code of Practice include interventions at D and E rated establishments and include any interventions carried over from the previous year. - include all information on the previous years' performance against the service plan and any specified performance targets, standards and outcomes including for D and E rated establishments. - ensure all variances are identified and explained during the annual review of service delivery including those in relation to overdue programmed food hygiene interventions and new businesses. - ensure that these are addressed (where necessary) as areas for improvement. | |

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| 5.12 (ii) Review and update authorisation documents to ensure they include references to all relevant and up to date legislation and are consistent with officers' duties, qualifications, training, experience and the relevant Code of Practice. [The Standard – 5.1 and 5.3] | | Food Safety: Authorisations to be amended to remove reference to the Food and Environmental Protection Act 1985 where relevant officers have not been authorised by the FSA. | Authorisation documents have been updated. | Completed. | Environmental Health |
| 5.12 (v) 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] | | Implement the recommendation Centralised recording arrangements for authorised officers' qualifications, training and experience created. | Records of qualifications and training have been maintained for authorised food hygiene officers. | Completed. | Environmental Health |

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| <p>7.19 (i) Ensure that food premises interventions/inspections are carried out at the minimum frequency specified by the Food Law Code of Practice [The Standard – 7.1]</p> | | <p>Food Safety: NCC propose to implement a new strategy in 15/16 to ensure more focus is given to inspecting high risk businesses (established and new) within the timescales specified in Annex 5 of the Food Law Code of Practice. The flexibilities within the Food Law Code of Practice will be exploited allowing alternate interventions in compliant ‘C’ premises.</p> <p>Any shortfall in resources will be highlighted in the service plan and annual review.</p> <p><u>2019 update</u> Food Safety: service plan for 2020/2021 to identify the full demand on service and record variance on previous years’ work. D category premises are now being considered in routine</p> | <p>Priority and resource is being directed at high risk establishments and new businesses. All but a few high-risk and unrated food establishments were within the due date for intervention which is consistent with the findings of the previous audit.</p> | <p>Ensure all businesses including D and E rated establishments receive an appropriate intervention at the correct frequency.</p> | <p>Environmental Health</p> |
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| | | <p>allocation as a lower risk priority inspection.</p> <p>An Alternative Enforcement Strategy (AES) is being developed to consider E category premises post initial inspection.</p> | | | |
| 7.19 (ii) Carry out interventions/inspections in accordance with relevant codes of practice and centrally issued guidance, and the authorities policies and procedures. [The Standard - 7.2] | | <p>Food Safety: Internal monitoring of procedure</p> <p><u>2019 update</u> Approved premises to be reviewed in full with new approved premises procedure and inspection forms to be implemented by 31.03.2020.</p> | Timescales for approval are in accordance with requirements. | Ensure that premises are approved, in all cases, in accordance with relevant codes of practice, centrally issued guidance, and the authorities policies and procedures. Ensure evidence in support of approval decisions are available; including records of inspection. | Environmental Health |

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| <p>7.19 (iii) Assess the compliance of establishments to the legally prescribed standards and ensure that observations made in the course of an inspection are recorded in a timely manner to prevent loss of relevant information. [The Standard – 7.3 & 7.5]</p> | | <p>The authority will re-iterate the requirements to officers at team meetings, supervisions, appraisals and performance reviews, and routinely undertake internal monitoring to verify conformance.</p> <p><u>2019 update</u> The authority will re-iterate the requirements to officers at team meetings, supervisions, appraisals and performance reviews, and routinely undertake internal monitoring to verify conformance.</p> <p>Imported food now considered on routine inspection form.</p> <p>Officers reminded to ensure the HACCP step assessment is fully completed.</p> | <p>Assessment of cross contamination is consistently in accordance with requirements.</p> | <p>Ensure records consistently reflect thorough assessments in relation to HACCP, imported foods and incoming food supplies.</p> | <p>Environmental Health</p> |
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| <p>7.33 (i) Ensure that food premises interventions are carried out at a frequency not less than that determined under the intervention rating scheme set out in the Food Law Code of Practice. [The Standard -7.1]</p> | | <p>The authority will meet the standard in relation to high risk food businesses and complete the visits 'within a year' of the previous visit – rather than the current system of visiting each high risk in that particular financial year. Progress will be monitored in accordance with the internal monitoring procedure.</p> <p>However; for lower risk businesses flexibilities within the Food Law Code of Practice will be exploited to allow an Alternative Enforcement Strategy to be applied. All possible alternatives will be explored with regards to achieving interventions in medium risk businesses and if necessary, any shortfall in resources will be highlighted in the service plan and annual review.</p> | <p>Priority and resource is being directed at high risk establishments .</p> <p>All high-risk establishments were within the due date for intervention which is consistent with the findings of the previous audit.</p> | <p>Ensure that all businesses including medium-risk, low-risk and unrated establishments receive an appropriate intervention at the correct frequency.</p> | <p>Trading Standards</p> |
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| 7.33 (iv) Review its inspection procedure to provide officers with guidance on the matters officers should have regard to during food standards inspections, and include within the revisit policy the criteria to be considered when determining whether follow-up action should take place and the timing of follow-up. [The Standard – 7.4] | | Implement the recommendation | Procedure amended. | Completed. | Trading Standards |

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| <p>15.23 (ii) Ensure that food hygiene law enforcement is carried out in accordance with the Food Law Code of Practice, centrally issued guidance and the authority's own documented procedures. [The Standard – 15.2 & 15.3]</p> | | <p>Audits of Infringement Reports (where cases dealt with by prosecution / simple caution) to ensure timescales of compliance checks are adhered to. The authority will also re-iterate the requirements relating to service of notices, graduated escalation of enforcement, written confirmation of voluntary closures and preparation of full simple caution case files to officers at team meetings, supervisions, appraisals and performance reviews, and routinely undertake internal monitoring to verify conformance.</p> | <p>Some improvements in use of hygiene improvement notices (HINs) in relation to retaining proof of service.</p> <p>The revised internal quality monitoring procedure places additional focus on legal notices.</p> <p><i>The use of Simple Caution was unable to be assessed on this occasion.</i></p> | <p>Ensure signed copies of hygiene improvement notices are consistently retained and that compliance with hygiene improvement notices is consistently confirmed in writing.</p> <p><i>Ensure infringement reports are consistently prepared prior to taking decisions on Simple Caution.</i></p> | <p>Environmental Health</p> |
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| | | <p><u>2019 update</u></p> <p>100% scrutiny on Food Safety notices for remainder of 2019 to ensure that the required proof of service, inspection and compliance is retained accordingly.</p> <p>Notice issue a trigger for QA under newly implemented QA procedure.</p> | | | |

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| <p>16.15 (i) Maintain up to date and accurate records in retrievable form on all food and feed establishments in its area in accordance with the Food and Feed Law Codes 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, details of any enforcement action taken, results of any sampling, details of any complaints and actions taken, and relevant food registration information. [The Standard -16.1]</p> | | <p>The authority will implement the recommendation by taking the following actions:</p> <p>Officers will be reminded that food and feed intervention reports should always be provided to businesses and; should distinguish between legal requirements and recommendations; contain timescales for compliance; the reports should be legible; the details of the reports should be placed on the database; and contain details of senior officer. Internal monitoring will take place to verify conformance.</p> | <p>Intervention report templates amended to include senior officer contact details and to allow for separation of legal requirements and recommendations and reference to timescales for compliance.</p> | <p>Ensure revised templates are used during interventions in order to provide details of a senior officer, a clear distinction between legal requirements and recommendations and timescales for compliance.</p> | Trading Standards |

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| | | <p>Report letters will be amended to comply with the Code of Practice. Internal monitoring of records will take place to verify conformance.</p> <p><u>2019 update</u> All approved premises files to be reviewed. All recall/withdrawal procedures to be obtained and recorded on file.</p> | <p>Record of Critical Control Points (CCPs) available on all approved establishments files.</p> | <p>Ensure approved establishment files consistently contain supplier and product lists and product withdrawal plans.</p> | Environmental Health |
| <p>19.17 (i) Review and implement documented internal monitoring procedures for food standards and feed to verify of its performance with the Standard, relevant legislation, the relevant Codes of Practice, centrally issued guidance and its own documented policies and procedures. [The Standard – 19.1 and 19.2]</p> | | <p>Implement the recommendation after further advice from FSA</p> <p>Close attention will be paid to the comments in 19.11 to 19.16</p> | <p>Records of internal monitoring were not being sufficiently maintained.</p> | <p>Ensure all elements of internal monitoring contained within the procedure are implemented, including accompanied inspections.</p> | Trading Standards |

Summary

| | Total | EH | TS |
|--------------------------|--------------|-----------|-----------|
| Recommendations | 11 | 8 | 5 |
| Completed | 3 | 2 | 1 |
| Good Progress | | 1 | 0 |
| Limited Progress | | 4 | 1 |
| No Action Taken | | 1 | 3 |
| Total Outstanding | 8 | 6 | 4 |