

## Updated Action Plan for Christchurch Borough Council

Audit date: 11-12 March 2014

Action Plan updated: 2<sup>nd</sup> December 2015

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
<p>3.1.7(i) Develop and implement a service delivery plan for 2014/15 in accordance with the Service Planning Guidance in the Framework Agreement, giving consideration to the demands on the service and including details of the proposed food premises inspection programme for the year, and taking into consideration imported food controls. The Plan should include a clear comparison of the resources required to carry out the full range of statutory food law enforcement activities against the resources available to the Service. [The Standard - 3.1]</p>	<p>31/08/14</p>	<p>Revise and expand the existing East Dorset Service Plan so as to incorporate the Christchurch food service arrangements and to ensure that the key elements are included in accordance with the Service Planning Guidance.</p> <p>Review the backlog of programmed inspections and determine resources required to eliminate the high priority backlog.</p>	<p>Completed</p>	<p>An updated food service plan 2015/16 has been produced. This update includes a consideration of the amount of staff resources required against the number of food premises currently registered.</p> <p>The backlog of programmed inspections has been reviewed all have now either been completed or allocated to officers for inspection.</p>
<p>3.1.7(ii) Ensure that a documented performance review is carried out by the Authority at least once a year, based on the service delivery plan and that this is submitted for approval to the relevant Member forum or senior officers. [The Standard - 3.2]</p>	<p>28/02/15</p>	<p>Team Leader to undertake annual review of progress and report findings to Service Manager.</p>	<p>Completed</p>	<p>This now forms part of the annual team plan work overseen by the Public Health and Protection Manager with relevant contributions from the Team Leader (Food and Safety)</p>

<p>3.1.7(iii) Any variance in meeting the service delivery plan should be addressed by the Authority in its subsequent Service Plan. [The Standard - 3.3]</p>	<p>31/03/15</p>	<p>Service Manager to provide report of any variances to Corporate Management Team.</p>	<p>Completed</p>	<p>This now forms part of the Service plan work overseen by the Head of Housing and Health who is a member of the Corporate team, with relevant contributions from the Public Health and Protection Manager.</p>
<p>3.1.18(i) Set up, maintain and implement a documented procedure for the authorisation of officers based on their competence and in accordance with the Food Law Code of Practice and any centrally issued guidance. [The Standard - 5.1]</p>	<p>31/07/14</p>	<p>Review existing East Dorset authorisation procedure and incorporate the Christchurch service into a single service document. The revised procedure should have regard to the Food Law Code of Practice (Apr 14) and the Councils' revised Schemes of Delegation.</p>	<p>Completed</p>	<p>New constitution for both Councils was approved and published in November 2015.</p> <p>The department's authorisation procedure has now been amended to reflect the new arrangements.</p>
<p>3.1.18(ii) Ensure that officers are authorised to carry out duties at a level consistent with their individual qualifications, training and experience in line with the Food Law Code of Practice. This should include reference to the specific legislation each officer is authorised under. [The Standard – 5.3]</p>	<p>31/07/14</p>	<p>Create individual authorisations for each officer identifying experience and competencies against the relevant enforcement actions.</p>	<p>Completed</p>	<p>New officer authorisation documents have been completed and signed by the Head of Service. A review of these is scheduled for December 2015 to consider the changes in the FLCoP regarding officer competencies.</p>

<p>3.2.10(i) Ensure that food premises inspections are carried out at a frequency specified by the Food Law Code of Practice and centrally issued guidance. [The Standard - 7.1]</p>	<p>30/11/14</p>	<p>The food services of Christchurch and East Dorset Councils are in the process of being reviewed with Phase 1 (Management Team) having been completed and Phase 2 to be completed by August 2014. This will allow resource to be directed as the need arises.</p>	<p>Completed</p>	<p>The Service reorganisation was completed in August 2014. The food and safety team is now fully resourced and in addition an experience contractor was employed in October and November 2014 to provide an additional team resource. All remaining overdue inspections have now been allocated to officers with the vast majority having been completed. There are a few outstanding where an inspection has not yet been possible due to seasonal opening or other access difficulties. These remain allocated to officers.</p>
<p>3.2.10(ii) Carry out interventions and inspections in accordance with relevant legislation and centrally issued guidance. [The Standard - 7.2]</p>	<p>31/07/14</p>	<p>Team Leader to initially audit 10% of inspections, food complaints and food poisoning notifications each month, to check whether database and documentation are both accurate and comprehensive.</p>	<p>Completed</p>	<p>The team leader now carries on internal audits of 10% of completed food inspections and interventions on a monthly basis to check correct completion of records, accuracy and consistency across the team.</p>
<p>3.2.10(iii) Ensure that inspections of food establishments adequately assess the compliance of establishments and systems to legally prescribed standards and take appropriate action on any non-compliance found in accordance with the Authority's enforcement policy. [The Standard - 7.3]</p>	<p>31/07/14</p>	<p>Team Leader to initially audit 10% of inspections, food complaints and food poisoning notifications to look at how compliance is assessed and how any non-compliance is followed up. Team Leader to discuss at the</p>	<p>Completed</p>	<p>The team leader now carries on internal audits of 10% of completed food inspections and interventions on a monthly basis to check correct completion of records, accuracy and consistency across the</p>

		County Food Group the possibility of re-introducing inter-authority audits.		team. This includes how any non-compliance is addressed and followed up.
3.2.19(i) Further develop the sampling policy and programme, to reflect national and regional co-ordinated programmes, and to take into consideration the nature of food establishments and imported foods within the district. [The Standard – 12.4]	30/06/14	Update East Dorset Sampling Programme to reflect the nature of food establishments and imported food within the Authority's area.	Completed	New sampling programme has been developed to take account the specific nature of the area and to reflect national and regional coordinated programmes.
3.2.19(ii) Carry out sampling in accordance with its documented sampling policy, procedures and programme. [The Standard – 12.6]	30/06/14	Update East Dorset Sampling Programme and carry out sampling in accordance with revised programme.	Completed	Imported food sampling has been undertaken as part of the sampling programme.
3.2.26(i) Review the existing policy and procedure in relation to food and food premises complaints to ensure it includes any referral arrangements to other inland local authorities and those with responsibility for imported food controls at a UK point of entry. [The Standard – 8.1]	31/07/14	Revise existing East Dorset process documents to cover referrals including those relating to imported food.	Completed	The team's food complaint procedure has been updated to include referral arrangements to other inland local authorities and those with responsibility for imported food controls at a UK point of entry.
3.2.26(ii) Investigate complaints received in accordance with the Food Law Code of Practice, centrally issued guidance and the Authority's policies and procedures. [The Standard – 8.2]	31/07/14	Revise existing East Dorset process documents to cover the investigation of food complaints in accordance with official guidance. Internal monitoring arrangements to include the investigation of food complaints.	Completed	All food premises with Christchurch and east Dorset are now on a single database. This allows complete control over the recording and auditing of food complaints by the team leader.

<p>3.2.26(iii) Take appropriate action on complaints received in accordance with the Authority's enforcement policy. [The Standard – 8.3]</p>	<p>31/07/14</p>	<p>Revise existing East Dorset process documents to cover follow-up action in relation to food complaints. Internal monitoring to include action taken by officers following the receipt of food complaints.</p>	<p>Completed.</p>	<p>10% of completed food complaints are included in the team leader's monthly internal audits to ensure appropriate action is taken in accordance with the authority's enforcement policy.</p>
<p>3.2.31 Review the documented Enforcement Policy in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard – 15.1, 15.2 and 15.3]</p>	<p>31/08/14</p>	<p>Revise existing Christchurch and East Dorset Enforcement Policy to cover this aspect and submit to the Joint Audit Committee.</p>	<p>Completed</p>	<p>A new Regulatory Enforcement Policy and Food Safety Enforcement Policy have been agreed by our Corporate Team. The relevant portfolio holders have been updated on this matter at their regular monthly update briefings.</p>
<p>3.2.32 Maintain comprehensive, up to date and accurate records in retrievable form on all food law enforcement activity in accordance with the Food Law Code of Practice and centrally issued guidance. This should include a record of further action proposed by the Authority following interventions. [The Standard – 16.1]</p>	<p>31/07/14</p>	<p>Revise existing East Dorset process documents to cover record keeping following interventions.</p>	<p>Completed</p>	<p>All food premises within Christchurch and East Dorset are now on a single database and used to record all food law enforcement action taken by the team. Internal monitoring is being undertaken to ensure that record keeping is consistent among all officers across the Partnership.</p>
<p>3.3.4 Review the existing liaison arrangements with relevant bodies and commercial operators at Bournemouth International Airport, aimed at identifying any imported food consignments and to</p>	<p>31/07/14</p>	<p>Internal audit procedure to be produced and incorporated into process documents.</p>	<p>Completed</p>	<p>Regular quarterly contact is now maintained with Bournemouth International Airport and the three ETSFs to identify any potential imported</p>

help facilitate consistent enforcement. [The Standard – 18.1]				food consignments that may be planned. This activity is recorded on the team's database.
3.3.9(i) Further develop the documented procedure for food alerts, to include the initiation of food alerts in response to a locally identified risk and the monitoring of RASFF notifications and relevant EC decisions. [The Standard – 14.1]	31/07/14	Revise existing East Dorset process documents to cover the initiation of food alerts in response to an identified risk and the monitoring of RASFF notifications.	Completed	RASFF and FSA food alert are now recorded on the team database along with any local action required This is recorded on the database. Process document has been reviewed to reflect what is being carried out in practice.
3.3.9(ii) Document its response to and the outcome of each food alert. [The Standard – 14.3]	31/07/14	Internal audit procedure to be produced and incorporated into process documents. This will include the recording of food alert responses.	Completed	The response and outcome to all food alerts are now recorded on the team's database.
3.4.3(i) Further develop and implement the current internal monitoring procedure to include the monitoring of food law enforcement activity across all areas of the Standard and in accordance with the Food Law Code of Practice and relevant centrally issued guidance. [The Standard – 19.1]	31/07/14	Internal audit procedure to be produced and incorporated into process documents, to cover all areas of food law enforcement activity.	Completed	Internal audit checklists across food service delivery have now been added to the team's documented procedures and have been implemented by the team manager.
3.4.3(ii) Expand on the current internal monitoring activities carried out to verify its conformance across the whole of the Standard, relevant legislation, the Food Law Code of Practice, relevant centrally issued guidance and the Authority's own documented policies and procedures. [The Standard – 19.2]	31/07/14	Internal audit procedure to be produced and incorporated into process documents. Internal monitoring to be introduced across all areas of food law enforcement activities.	Completed	Internal audit checklists across food service delivery have now been added to the team's documented procedures and have been implemented by the team manager.

3.4.3(iii) Ensure records of internal monitoring activities are maintained. [The Standard – 19.3]	31/07/14	Internal audit procedure to be produced and incorporated into process documents. Records of all internal monitoring and audits to be maintained.	Completed	All internal monitoring activities are now recorded on the team's database.
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