

Action Plan for Isle of Anglesey County Council (Excluding Feed Service*)

Audit Date: 14th – 18th May 2014

Status Key

Follow-Up Visit Date: 15th – 16th August 2016

	Completed
	Good Progress
	Limited Progress
	No Action Taken

(*) 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.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
<p>3.21 The authority should:</p> <p>(i) Ensure that future Food and Feed Law Enforcement Service Plans are developed in accordance with the Service Planning Guidance in the Framework Agreement. An analysis of the resources required against those available, and plans to address any shortfalls identified should be included. [The Standard – 3.1]</p>		<p>Produce 15/16 service plan in accordance with COP which addresses the resource requirement needed to carry out the intervention policy and identifies available resources. Plan needs to include reference to work we should be undertaking, in addition to work that has been done. Identify the resources required to carry out the service plan against those available and plan to address any shortfall in resources</p>	<p>The authority has made some progress to address the recommendation specifically in relation to identifying and mapping available resources for food hygiene and food standards services.</p>	<p>Ensure that the Service Delivery Plan is further developed in accordance with the Service Planning Guidance. Specific information has been provided to the authority in a separate communication.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
<p>(ii) Address any variance in meeting the Service Plan in subsequent service plans. [The Standard-3.3]</p>		<p>Address variance by including resources required to make up shortfall in analysis for 15/16 plan. 15/16 Plan to include estimation of resources needed against actual resources. Better explanation of shortfall in inspection etc needed. Address variance by including resources required to make up shortfall in analysis and commit to addressing that variance for 15/16 plan.</p>	<p>The authority had conducted a review of food law enforcement for the period 15/16. However, further review is required in order to satisfy the original recommendation.</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>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
<p>5.16 The authority should:</p> <p>Review and amend the authorisation procedure to include reference to the arrangements for refresher training and monitoring for newly qualified and returning officers, in accordance with the requirement of the Food Law Code of Practice. [The Standard – 5.1]</p>		<p>Amend procedure to refer to training, monitoring of newly qualified officers and those returning after absence. Ensure Food EHO returning from Maternity leave has 10 hours CPD</p>	<p>The authority has made the necessary amendments to its authorisation procedure and amended its scheme of delegation accordingly.</p> <p>The authority's internal monitoring procedure also details the arrangements relating to newly qualified and returning officers.</p>	<p>Completed.</p>
<p>(i) Review and amend food standards and feed officer authorisations to include the appropriate Official Feed and Food Control legislation to carry out the work set out in the Service Plan. Amend the authorisation of the unqualified Trading Standards enforcement officer to reflect their competency, in accordance with the Codes of Practice. Ensure the duties of food standards and feed officers do not exceed their authorisations. [The Standard – 5.3]</p>		<p>Amend authorisation to include appropriate legislation: Official Food & Feed Control regulations 2009.</p> <p>Remove Authorisation from TS Enforcement Officer, North Wales feed delivery project will address.</p>	<p>Food Standards officers selected for the follow up had been appropriately authorised in line with their training and qualifications and their duties.</p> <p><i>Recommendations relating to the Feed Hygiene Service were untested during the follow up.</i></p>	<p>Completed.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
(ii) Appoint a sufficient number of suitably authorised food hygiene and food standards officers to carry out the work set out in the Service Plan and ensure that they are authorised under the appropriate legislation. The level of authorisation of feed officers should be consistent with their qualifications. [The Standard – 5.3]		Following on from analysis in the service plan, staffing resources will be reviewed and a bid will be presented to the Executive for the necessary additional officers required.	The authority has made available short term resources and is utilising staff from another department within the authority. It has also undertaken an exercise to map the number of standards interventions against the resources currently available and will be undertaking a validation exercise to assess the accuracy of this work. The authority has made a commitment to undertake a similar exercise with respect to Food Hygiene.	Appoint a suitable number of authorised food hygiene and food standards officers to carry out the work set out in the Service Plan.
(iii) Ensure that all authorised food hygiene officers receive 10 hours Continuous Professional Development training, in accordance with the Code of Practice. [The Standard – 5.4]		Ensure Training for all staff with minimum CPD requirement of 10 hours.	The authority has ensured that food hygiene officers have received the required 10 hours continuous professional development.	Completed.
(iv) Maintain records of the relevant qualifications, training and experience of each authorised officer and appropriate support staff in accordance with the relevant Codes of Practice. [The Standard - 5.5]		Review individual officer's files and take corrective action.	The authority maintains paper copies of its officers' academic and other qualifications.	Completed.

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<p>6.8 The authority should:</p> <p>(ii) Amend the documented procedure for calibrating temperature measuring equipment to include testing frequencies for all devices, operating temperatures for refrigeration equipment and ensure tolerances are applied in accordance with centrally issued guidance. [The Standard - 6.2]</p>		<p>Procedure amended and now refers to a tolerance of +/- 0.5 C</p> <p>Thermometers no longer in use have been disposed of and new chart for logging UV thermometer checks.</p> <p>Fridge temperatures recorded on form.</p>	<p>The authority has reviewed and amended its procedure to ensure that it is in accordance with the requirements of the Food Law Code of Practice.</p>	<p>Completed.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
<p>7.26 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>			<p>Improvements have been made to the rate of interventions conducted at high risk establishments, which demonstrates a risk based approach to the intervention programme. Further improvements are necessary to address the number of lower risk establishments that are overdue an intervention.</p>	<p>Ensure that establishments receive food hygiene interventions at the minimum frequency as specified by the Food Law Code of Practice.</p>
<p>(ii) Ensure that full inspections and alternative enforcement strategies are carried out in accordance with the Food Law Code of Practice, centrally issued guidance, and the authority's policies and procedures. [The Standard – 7.2]</p>		<p>This is the need to carry out inspections within 28 days of 'due date' – A bid will be made for a short term resource to be made available to "catch up"</p>	<p>The authority has made improvements in this area in relation to documenting the reasons for reducing a risk rating (where applicable) and the inclusion of eligible premises for Alternative Enforcement Strategies (AES). Evidence was also available that information collected during AES was reviewed by a suitably authorised and qualified officer.</p>	<p>Ensure that risk ratings are consistent with officer findings, the date of the primary intervention for the businesses that have been added to the AES programme is retained and that establishments are approved in accordance with the Food Law Code of Practice and centrally issued guidance.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
<p>(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]</p>			<p>The authority is documenting its assessment of compliance on its premises inspection record sheet and has made improvements in this area in relation to the assessment of food handler training, cross contamination controls and traceability.</p>	<p>Ensure that the assessment of compliance with HACCP is undertaken and that appropriate action is taken on any non-compliance found.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
<p>(iv) Amend its Food Interventions Procedure in respect of Alternative Enforcement Strategies (AES) to include details of the criteria against which completed questionnaires are assessed and to set out the triggers for undertaking another type of intervention. [The Standard – 7.4]</p>			<p>The authority has reviewed and amended its procedure to ensure that it accords with the requirements of the Food Law Code of Practice.</p>	<p>Completed.</p>
<p>(i) Ensure observations made in the course of an inspection, in particular relating to checks carried out to verify the source of foods and to demonstrate that consideration has been given to imported foods, shall be recorded in a timely manner to prevent loss of relevant information. [The Standards – 7.5]</p>			<p>The authority was documenting supplier details however; further work is required to document its consideration with regards to imported foods checks.</p>	<p>Ensure that officers document their assessment of imported food checks.</p>
<p>7.34 The authority should:</p> <p>(i) Ensure that vessel inspections are carried out in accordance with the Food Law Code of Practice, centrally issued guidance, and the authority's policies and procedures. [The Standard – 7.2]</p>		<p>Will leave APHA form on all visits, even if just to ascertain if someone has inspected at a previous port.</p>	<p>Forms and complete records of the officers' observations were available at the time of the follow up audit.</p>	<p>Complete.</p>

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(i) Ensure observations made in the course of an inspection, are recorded in a timely manner to prevent loss of relevant information. [The Standards – 7.5]		As above	As above.	Completed.
7.50 The authority should: (i) Ensure that food standards 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]		NTSB risk rating scheme has been adopted, which is equivalent to the COP rating scheme Work ongoing on database.	Auditors were not able to make an assessment in relation to frequencies against the Food Law Code of Practice due to an alternative risk rating model being used. However, it was noted that improvements have been made to the rate of interventions conducted at all categories of establishments including unrated establishments.	Ensure that establishments receive food standards interventions at the minimum frequency. Ensure that food businesses that have been designated as “outside programme” receive an intervention in accordance with the requirements of the Food Law Code of Practice.

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(ii) Implement a food standards intervention risk rating scheme which is in accordance with the scheme established under annex V of the Food Law Code of Practice. [The Standard -7.2]		Service plan for 2015/16 will plan interventions in accordance with the scheme.	At the time of the audit an alternative risk rating intervention was in use. However the authority has secured resources and made arrangements to implement an intervention risk rating scheme which is in accordance with the scheme established under Annex V of the Food Law Code of Practice in the first quarter of 2017.	Ensure that a food standards intervention risk rating scheme which is in accordance with the scheme established under annex V of the Food Law Code of Practice is implemented.
(iii) Provide food businesses with a report after each inspection/intervention, develop and implement an intervention policy for unrated and “non-inspectable risk” food standards establishments, ensure that food standards establishments are only inspected by appropriately authorised officers and ensure that announced visits and revisits are carried out in accordance with the relevant legislation, Code of Practice, centrally issued guidance and the authority’s own policies and procedures. [The Standard -7.2]		New inspection report template to be used. An intervention policy for unrated or low risk premises is being developed. Intervention duties will be allocated in accordance with the plan, to appropriately authorised officers	Improvements have been made in this area by the authority; interventions were being undertaken by suitably authorised officers, new inspection reports were being used and reports were being left after each intervention. <i>Files selected did not contain evidence of announced visits therefore this aspect of the recommendation was not tested.</i>	Ensure that a policy is developed and implemented for unrated and “non-inspectable risk” establishments.

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(iv) Take appropriate action on any non-compliance found at food standards establishments, in accordance with the authority's enforcement policy. {The Standard -7.3}		Review previous actions with the relevant officer and carry out revision training where necessary.	The authority has ensured that appropriate action is taken to address non-compliance at food standards establishments.	Completed
(v) Set up a revisit policy which accords with the Food Law Code of Practice. [The Standard – 7.4]		Devise a revisit policy in accordance with 7.4 of the standard.	The authority has introduced and implemented a Food Standards revisit policy.	Completed
(vi) Ensure that officers' contemporaneous records of food standards interventions are recorded in a timely manner and stored in such a way that they are retrievable. [The Standard -7.5]		Data capture on electronic inspection forms to be linked to CIVICA system Use aide memoir forms to record inspection observations as for feed inspection forms	The authority was documenting its observations on a Food Standards Aides-Memoir or PACE notebook in all cases.	Completed
8.10 The authority should: (i) Review and update the complaints procedures to include reference to complaints against food and the condition of feed establishments. [The Standard – 8.1]		Amend food and feed complaints procedure to refer to condition of establishments	The authority has amended its food complaints procedure to include food establishments and actions required by officers. <i>Recommendations relating to the Feed Hygiene Service were untested during the follow up.</i>	Completed in relation to food complaints.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
(ii) Investigate complaints received in accordance with the Food Law Code of Practice, centrally issued guidance and its own policy and procedures. [The Standard – 8.2]		Review previous actions with the relevant officer and carry out revision training where necessary.	The investigation of food complaints are being undertaken in line with Code of Practice, centrally issued guidance and the authority's procedures.	Completed
(iii) Take appropriate action on complaints received in accordance with the authority's Enforcement Policy. [The Standard – 8.3]		Review previous actions with the relevant officer and carry out revision training where necessary.	Appropriate action (where applicable) is being undertaken by the authority in accordance with its Enforcement Policy.	Completed
<p>11.5 The authority should:</p> <p>(i) Maintain its database of food and feed establishments, ensuring food and feed businesses are properly registered and included in the food and feed interventions programmes. [The Standard – 11.1]</p>		Ongoing work carried out to register and risk assess against NTSB risk scheme.	Improvements have been made in this area to ensure that all food establishments within its area are properly registered and the database adequately maintained.	Ensure that all food establishments in its area are properly registered

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<p>12.11 The authority should:</p> <p>(i) Amend the Food and Feed Sampling Policy to include reference to its approach to notifying/liaising with Primary and Home Authorities. [The Standard – 12.4]</p>		Amend the policy.	<p>The authority has amended its policy to ensure that it accords with the requirements of the Food Law Code of Practice.</p> <p><i>Recommendations relating to the Feed Hygiene Service were untested during the follow up.</i></p>	Completed.
<p>(ii) Set-up, maintain and implement a documented procedure for the procurement or purchase, continuity of evidence and the prevention of deterioration or damage of informal food standards samples in accordance with the Food Law Code of Practice and relevant centrally issued guidance. [The Standard – 12.5]</p>		Set up an equivalent procedure to the formal samples for informal samples. Procedure to address; purchase, continuity of evidence, prevention of deterioration and damage to samples in accordance with the COP	The authority has amended and implemented its informal food standards sampling procedure in accordance with the requirements of the Food Law Code of Practice.	Completed.
<p>(iii) Take appropriate action in accordance with its Enforcement Policy where food hygiene sample results are not considered to be satisfactory. [The Standard – 12.7]</p>	OPEN		<i>Untested – no unsatisfactory food hygiene samples had been reported by the authority during the timeframe preceding the follow up audit.</i>	

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<p>13.8 The authority should:</p> <p>(i) Amend the Outbreak Control Plan to ensure that it includes the relevant local authority contacts. [The Standard – 13.1]</p>			<p>The authority has amended its Outbreak Control plan to include relevant local authority contacts.</p>	<p>Completed.</p>
<p>(i) Further develop the documented procedure for investigation of infectious diseases to include reference to sampling and ensure the procedure is fully implemented. [The Standard -13.2]</p>			<p>The authority has further developed and implemented its procedure.</p>	<p>Completed.</p>
<p>14.7 The authority should:</p> <p>Notify the FSA of any serious localised food hazards in accordance with the Food Law Code of Practice. [The Standard – 14.5]</p>	<p>OPEN</p>	<p>Review previous actions with the relevant officer and carry out revision training where necessary.</p>	<p><i>Untested – there were no events identified that required reporting by the authority as an incident during the follow up audit.</i></p>	
<p>15.14 The authority should:</p> <p>(i) Review and amend its Enforcement Policy to include reference to the approach to enforcement at establishments where it is the food or feed business operator and place a copy of its Enforcement Policy, or instructions on how to obtain a</p>		<p>Consult with Webmaster</p> <p>This is a reference to need to include a section on what we do in council premises</p>	<p>The authority has amended its enforcement policy to include its approach to enforcement at establishments where it is the Food Business Operator. A copy of the enforcement policy is available on the authority's website.</p>	<p>Completed.</p>

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<p>copy, on its website. Ensure that the Enforcement Policy is fully implemented. [The Standard – 15.1]</p>			<p><i>Recommendations relating to the Feed Hygiene Service were untested during the follow up.</i></p>	
<p>(ii) Set up documented procedures for undertaking food hygiene prosecutions and Simple Cautions, the suspension and withdrawal of feed establishment approvals and for the enforcement of inland imported feed in accordance with the Codes of Practice and official guidance. [The Standard -15.2]</p>		<p>Adopt procedure in place for food standards and amend appropriately. RIAMS version to be looked at.</p>	<p>The authority has made significant progress in developing a procedure for undertaking food hygiene prosecutions and simple cautions.</p>	<p>Ensure that the procedure clearly identifies officer roles (CPIA) and details, where considerations regarding the authority's Enforcement Policy and relevant legal tests are documented.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING
(iii) Amend the procedures for food hygiene detention, seizure and certification and food standards in accordance with the relevant Codes of Practice and official guidance. [The Standard -15.2]			The authority has made the required changes to its combined food hygiene and food standards detention, seizure and certification procedure.	Completed.
(iv) Ensure that food hygiene enforcement is carried out in accordance with the relevant Codes of Practice and centrally issued guidance. [The Standard – 15.3]	OPEN		<i>Untested – no formal action had been reported by the authority in the timeframe preceding the follow up audit.</i>	
(v) Ensure that all decisions on enforcement action are made following consideration of the authority’s Enforcement Policy and that the reasons for any departure from the criteria set out in the enforcement policy are documented. [The Standard –15.4]	OPEN	Amend standard forms where necessary.	<i>Untested – no formal action had been reported by the authority in the timeframe preceding the follow up audit</i>	

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<p>16.7 The authority should:</p> <p>(i) Ensure that up to date food business registration details are maintained and letters provided to businesses following interventions/inspections contain all of the information required by the Food Law Code of Practice. [The Standard -16.1</p>		<p>Two businesses had different t registration details to those on letter. To be done email to be sent to staff. Keep copy with Registration procedure.</p>	<p>Work has been undertaken by the authority to ensure that intervention/inspection reports contain the key points discussed during the audit, the action to be taken by the authority and that inspection reports are sent to businesses within 14 days.</p>	<p>Ensure that up to date business registration details are maintained and that intervention/inspe ction reports are addressed to the registered food business owner.</p> <p>Improvement is needed to ensure that timescales are consistently provided in reports.</p>
<p>16.18 The authority should:</p> <p>(i) Maintain up to date food standards records in retrievable form on all food establishments in its area in accordance with the Food Law Code of Practice and centrally issued guidance. These records shall include sample results, the date, time, areas seen and documents examined during an intervention, the type, size and scale of a business, determination of compliance with legal requirements made by the authorised officer, details of action to be taken by the authority</p>		<p>Discontinue use of current inspection forms. Use model forms electronically linked to CIVICA system for interventions/premises details/ samples/ etc. Inspection report forms will be amended to meet the requirements of the COP including: designation of inspecting officer, contact details of senior officer and the address of the authority.</p>	<p>Good progress has been made by the authority in relation to the retention of food standards records and sample results.</p> <p>However, further work is required to ensure that food standards inspection reports contain all of the information required by the Food Law Code of Practice. Specifically with reference to low risk inspection forms.</p>	<p>Ensure that food inspection reports are in accordance with Annex 6 of the Food Law Code of Practice and include the following; Areas inspected, person seen, name of the FBO, senior officer details, LA address, designation of</p>

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<p>and action taken where non-compliance were identified, the timescale for compliance and the name of the food business operator. Inspection reports shall also include the designation of the inspecting officer, the contact details of a senior officer and the address of the authority. [The Standard -16.1]</p>				<p>inspecting officer and timescales for compliance.</p>
<p>19.9 The authority should:</p> <p>(i) Further develop, maintain and implement internal monitoring procedures for food hygiene, food standards and feed to verify its conformance 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>Develop monitoring procedures in common with Food Hygiene service. Procedure to address conformity with The Standard, legislation, Codes of Practice, guidance and internal policies and procedures. North Wales feed project will have internal monitoring system.</p>	<p>The authority has implemented and made the required changes to its internal food hygiene and food standards procedure.</p>	

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(ii) Ensure that records of internal monitoring activities are maintained for two years [The Standard– 19.3]		Implement procedure to record internal monitoring and maintain records for two years.	Paper records were being maintained by the authority for individual officers. <i>Recommendations relating to the Feed Hygiene Service were untested during the follow up.</i>	Completed

Summary.

Total Recommendations	40
Completed	22
Good Progress	10
Limited Progress	4
No action	0
Untested	4
Total Outstanding	18