

Updated Action Plan for Southend-on-Sea Borough Council

Audit date: 4-5 December 2012

Action Plan updated: 8 April 2014

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.1.6 Ensure that future Food Service Plans include an accurate and clear comparison of 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]	01/05/13	Prepare Service Plan for Cabinet approval to include resources required to deliver services.	Completed	Service Plan includes resources required to deliver services and resources currently available. This was reported to Cabinet in November 2013. Members have agreed an additional £30K to be used for contracted inspections.
3.2.6 Continue to implement the database plan to ensure that the database is configured and operated in such a way to provide accurate and complete monitoring returns to the Agency. [The Standard – 6.3]	30/06/13	Complete the implementation of the database plan.	Completed	All commercial food premises details have been transferred to new database system and all checks on extracted data completed. LAEMS return for 2012/13 submitted using new database. FHRS is live and being routinely uploaded as required. Now using UKFSS for food samples.
	31/03/13	All commercial premises records to be uploaded before end March 2013.	Completed	
	28/02/13	Test LAEMS return to be completed by end February.	Completed	
	28/02/13	FHRS to be live by end February with current data.	Completed	

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3.3.14(ii) Contd		Mentoring system for revisits to be developed through new database system.		Officers have ability to mentor revisits on the database. Revisits are reviewed as part of the monitoring system for inspections.
3.3.14(iii) Maintain accurate and comprehensive records for all establishments including those approved under Regulation (EC) No. 853/2004. The records should detail the determination of compliance with legal requirements and comprehensive reports of all inspections, visits and where relevant the basis for approval, in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard –16.1]	Completed 31/03/13 Completed and ongoing		Completed Completed Completed	Discussed at team meeting the audit outcomes and requirement to include more details on aide-memoire. Approval files organised in line with annex 10 requirements. Internal monitoring checks already in place for officers.
3.5.5 Continue to routinely verify its conformance with the Standard, relevant legislation, the Food Law Code of Practice, centrally issued guidance and the Authority's own documented policies and procedures across all the Authority's food law enforcement activities and maintain records of all internal monitoring activities. [The Standard – 19.2 and 19.3]	Completed and ongoing	Maintain records of audits and the outcome of all internal monitoring activities that take place.	Completed	Audits being undertaken and where non-conformances are identified, corrective actions have been implemented. Records maintained of internal monitoring activities undertaken.
3.5.8 Investigate food and food premises complaints in accordance with the Food Law Code of Practice, centrally issued guidance and the Authority's procedures. [The Standard – 8.2]	Completed	Monitoring to include food complaints, to confirm appropriate action taken with respect to feedback to complainants.	Completed	A team meeting was held at which the outcome of the audit was discussed and officers reminded of food complaints procedures. Monitoring includes food complaints.

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3.5.13 Take and document appropriate action on any non-compliance found following the receipt of unsatisfactory food sample results, in accordance with the Authority's enforcement policy. [The Standard – 12.2 and 12.7]	30/06/13	Process to be implemented for unsatisfactory sampling results on the food premises database.	Completed	Outcome of all revisits undertaken following unsatisfactory sampling results being documented. Monitoring to include food sampling follow-up actions.