

Updated Action Plan for Leicester City Council

Audit date: 20-22 May 2014

Action Plan updated 17 December 2015

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.1.6(i) Draw up, document and implement a service delivery plan in accordance with the Service Planning Guidance in the Framework Agreement and ensure that this includes 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]	Completed	The Service Plan for 2014-15 will be submitted to the City Mayor /Executive for approval.	Completed	The Service Plan is submitted and approved by the Assistant Mayor. The Service Plan includes a forecast of workload, estimates of resources required and a resourcing strategy for 2014/2015.
3.1.6(ii) Carry out a documented performance review at least once a year based on the Food Service Plan, which is submitted to either the relevant Member forum or senior officer where responsibility for approval is delegated to them. Any variance in meeting the Plan should be addressed in the subsequent years' service arrangements. [The Standard - 3.2 and 3.3]	30/11/14 (mid-year) 31/05/15 (end year)	Performance review against Service Plan to be undertaken at mid-year and year end for 2014/2015 and 2015/2016 and reports submitted to City Mayor/Executive. Reviews and Reports - November 2014 (mid-year), May 2015 (full year), November 2015 (mid-year), May 2016 (full year)	Completed	The Service produces internal monthly performance reports and has undertaken all quarterly reviews as planned.

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<p>3.1.6(iii) Ensure that the Service has a sufficient number of suitably qualified, experienced and competent officers to carry out the work set out in the Food Service Plan. [The Standard – 5.3]</p>	<p>Completed</p> <p>Completed</p> <p>30/11/14</p>	<p>Service plan will set out resource requirement for 2014-15.</p> <p>Recruit additional temporary inspector resources.</p> <p>Long term (post April 2015) resourcing requirements presented to Senior Management for determination as part of budget strategy.</p>	<p>Completed</p>	<p>Senior Management commitment was given to provide required resources for 2014/15. Additional temporary support was recruited as necessary.</p> <p>The staffing resources for the Service at the end of 2016 are sufficient to meet the service demands.</p>
<p>3.1.8(i) Ensure that all documented food service policies, procedures and working practices are reviewed at regular intervals and whenever there are changes to legislation or centrally issued guidance. [The Standard – 4.1]</p>	<p>30/09/14</p> <p>Completed</p> <p>28/02/15</p>	<p>Update existing procedures to include references to guidance on e-coli, imported foods and traceability systems.</p> <p>Update the aide memoire documents.</p> <p>Annual review of procedures by Team.</p>	<p>Completed</p>	<p>Officer tasked and review meetings undertaken.</p> <p>New key operational procedures produced and updated as necessary.</p>
<p>3.1.8(ii) Set up, maintain and implement a control system for all documentation relating to its enforcement activities. [The Standard - 4.2]</p>	<p>30/09/14</p>	<p>Produce list of documentation requiring control [with owner, creation and review dates] and measures for amendment, storage and security.</p>	<p>Completed</p>	<p>Control system was finalised after all operational procedures were reviewed.</p>

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<p>3.1.16(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>	30/09/14	An officer authorisation procedure will be written and set out the process of authorising individual officers to undertake food enforcement activities.	Completed Completed	<p>Legal Service view is that the scheme of authorisation is satisfactory.</p> <p>Authorisation matrix was produced and implemented and is to regularly reviewed.</p>
<p>3.1.16(ii) Ensure that all officers and support staff involved in food hygiene law enforcement activities receive sufficient relevant training, including specialist training as required, in accordance with the Food Law Code of Practice. [The Standard – 5.4]</p>	31/10/14 31/10/14	<p>Training for all authorised officers, on approved establishments.</p> <p>Training for one authorised officer, on speciality cheesemaking due on Oct 27, 28, 29 2014</p>	Completed	Officers have attended approvals training and one officer has been trained in relation to speciality cheese making.
<p>3.2.4 Ensure that reasonable security measures are in place to prevent access and amendment to the electronic database by unauthorised persons. [The Standard – 6.4]</p>	31/10/14 30/09/14	<p>The Uniform security settings will be reset so as to limit the persons who can create and delete and make certain changes to records.</p> <p>Review food-related permissions in UniForm and make appropriate amendments.</p>	Completed	Security settings have been appropriately reviewed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.3.14(i) Ensure that food hygiene premises interventions and inspections are carried out at a frequency which is not less than that determined by the Food Law Code of Practice. [The Standard – 7.1]	31/03/15	Backlog of overdue inspections and interventions eliminated through employment of additional temporary inspectors.	Completed	List of overdue interventions prepared and food premises register updated and cleansed. Additional officers employed to catch up on outstanding interventions and to prevent future backlogs. Premises inspections are prioritised by risk and allocated to officers with ongoing performance monitoring to ensure to ensure timely interventions are carried out.
3.3.14(ii) Carry out interventions and inspections and approve or register in accordance with the relevant legislation, the Food Law Code of Practice and centrally issued guidance and the Authority’s policies and procedures. [The Standard – 7.2] ca	31/03/15	Backlog of overdue initial inspections of new food establishments eliminated through employment of additional inspectors.	Completed	Work was carried out on cleansing list of “new registrations” that were yet to be inspected. Those premises due for a first intervention are continually monitored to see if they have opened and are then prioritised for inspection according to risk.

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<p>3.3.14(iii) Ensure that inspections of general and approved food businesses adequately assess the compliance of establishments and systems to legally prescribed standards and take appropriate and timely action on any non-compliance found in accordance with the Authority's enforcement policy, the Food Law Code of Practice and centrally issued guidance. [The Standard – 7.3]</p>	<p>30/09/14</p> <p>Ongoing from 04/08/14</p> <p>30/09/14</p> <p>Ongoing from 01/10/14</p>	<p>Undertake an initial desktop review of all of the Authority's approved establishments and complete any required remedial actions.</p> <p>Undertake a detailed review of each approved premise and action taken with the inspecting officer, prior and immediately following the due inspection.</p> <p>Undertake a follow up desktop review of all of the Authority's approved establishments and initiate any further required remedial actions.</p> <p>Undertake reviews of a sample of general food business interventions undertaken including the allocation of risk scores.</p>	<p>Completed</p>	<p>A briefing on the review was submitted to the Strategic Director City Development & Neighbourhoods on 9th July 2014 that identified remedial actions required. Officers tasked to undertake actions (e.g. bring forward inspections and obtain confirmation that actions to bring establishment into compliance were undertaken by the FBO).</p> <p>Approved establishments have been prioritised with two officers nominated for each establishment. All relevant businesses have been inspected with detailed inspection records available. Internal monitoring being carried out to ensure compliance is appropriately assessed.</p>

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<p>3.3.14(iv) Set up, maintain and implement documented procedures for the inspection and approval of establishments under Regulation (EC) No 853/2004. [The Standard – 7.4]</p>	<p>30/09/14</p> <p>31/10/14</p>	<p>Document the procedure for the inspection and approval of establishments under Regulation (EC) No 853/2004.</p> <p>Include ‘approved premises interventions review’ procedure in procedures documentation [ref. planned improvement for 3.3.14 (iii) above]</p> <p>Review procedures after training on approved establishments in October.</p>	<p>Completed</p>	<p>A documented work procedure has been produced in relation to the approval and regulation of establishments subject to approval under Regulation (EC) No 853/2004.</p> <p>This has been implemented in relation to all relevant establishments as they became due for inspection.</p>
<p>3.4.4(i) Review the Food Enforcement Policy in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard – 15.1]</p>	<p>31/10/14</p>	<p>Review and redraft the corporate enforcement and prosecution policies to ensure alignment with the food law code of practice, centrally issued guidance, Regulators’ Code, Primary Authority scheme and the business regulatory support policy.</p>	<p>Completed</p>	<p>Leicester City Council has produced and implemented a General Regulatory Policy relevant to food law enforcement.</p>
<p>3.4.4(ii) Set up, maintain and implement documented procedures for the full range of follow up and enforcement actions in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard – 15.2]</p>	<p>30/11/14</p>	<p>Procedures incorporating operational guidance on all available enforcement actions will be written and issued to officers.</p>	<p>Completed</p>	<p>A documented procedure has been produced in relation to food related enforcement actions.</p>

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3.4.4(iii) Ensure that food law enforcement is carried out in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard – 15.3]	31/8/14 and ongoing 31/8/14 and ongoing	Implement a monthly review of all enforcement action decisions made in relation to category A and category B establishments and a sample of lower risk premises. [Note: special procedure for approved premises] Implement regular risk based reviews of enforcement action decisions taken by officers.	Completed	Internal monitoring has been extended to review follow up action taken after inspections.

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3.5.3(iii) Ensure records of internal monitoring activities are maintained. [The Standard – 19.3]	31/08/14 and ongoing June 2016	Create records of internal monitoring of regulatory activity in Uniform. Internal biennial review will be documented and reported to City Mayor/Executive.	Completed	Database record keeping amended to include internal monitoring event category.