

Updated Action Plan for Walsall Metropolitan Borough Council

Audit date: 15-16 June 2010

Action Plan Updated: 17 November 2011 and 23 November 2012

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
<p>3.1.6 The Authority should ensure that the food premises database is operated and managed to ensure that it is able to provide reliable information to support the work of the Service and provide accurate monitoring returns to the Agency. [The Standard – 6.4]</p>	<p>Ongoing Next meeting date 31/08/10</p> <p>30/09/10 dependant on recruitment</p> <p>Already started will continue monthly as part of the</p>	<p>The IT Group will continue to monitor issues relating to IT and use the database user sub group to tackle system specific issues and the use/management of data.</p> <p>Once this officer is in place concentrated effort will be made to appraise them of system specific issues. Their work will begin to complement any data management work already being dealt with by Environmental Health staff.</p> <p>Monthly quantitative reports are to be produced by the EH Manager for discussion with Principal EHOs. The</p>	<p>Completed</p>	<p>Since the Audit we have undertaken a large piece of 'data cleansing work' on our database.</p> <p>Letters were sent to over 270 Food Business Operators requesting them to complete or update Food Registration forms. Of the letters sent out five require action although tend to be low risk premises such as social clubs. All the information returned was entered onto the database by a nominated officer and the hard copy file also updated with the most recent form.</p> <p>The Division was successful in a bid from the FSA to implement the National Food Hygiene Rating Scheme. Part of that funding was to ensure the database could accurately upload to the NFHRS database. Along with the piece of work mentioned above we were able to contract an agency EHO to undertake interventions at the premises that had previously been unrated on the database.</p>

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	<p>performance management of the Division.</p> <p>31/12/10</p> <p>31/08/10 for grant application</p>	<p>uniform reports considered so far will be used to ensure the backlog and unrated premises decrease and are kept under control.</p> <p>The current 300 unrated premises will be scrutinised by the Environmental Health management team and the task of updating/merging/closing premises will be distributed amongst district staff for completion by 01/12/10.</p> <p>Application to be sought for a grant to implement "Scores on the Doors". The grant (if awarded) should assist in implementing data cleansing and lead to more robust future management of the system.</p> <p>Issues of consistency between those who input data for Environmental</p>		<p>We believe the work undertaken means the database is the most accurate it has been for many years.</p> <p>We are presently working with our ICT Team to connect to the corporate Land and Property Gazetteer so that the addresses are completely up to date and can be updated regularly to take account of new or changed addresses.</p> <p>This should also assist in ensuring premises have clearly identifiable addresses and avoid the scenario where duplicate premises are created at the same address.</p>

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		<p>Health and Trading Standards have been raised and discussed and will continue to appear on IT Group agendas for future discussion should any problems surface.</p> <p>The Systems Administrator is still training in terms of having an overview of the system and controlling data input and other consistency measures.</p> <p>As this Officer grows in confidence and ability they should be able to oversee this in more detail.</p>		
<p>3.1.12 Review officer authorisations on a regular basis to ensure that they are kept up to date with current legislation and continue to develop the documented procedure on the authorisation of officers to detail the competency assessment process by which authorisations are linked to the officer's individual training requirements. [The Standard – 5.1]</p>	<p>30/09/10</p>	<p>All authorisations for staff currently working in the Division to be updated and signed by the Head of Service.</p> <p>The authorisations to be prominently located in the authorisations file. Any old or out of date</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>	<p>All authorisations for staff currently working in the Division have been updated and signed by the Head of Service.</p> <p>The authorisations are prominently located in the authorisations file.</p> <p>Any old or out of date authorisations have been disposed of.</p>

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		<p>authorisations will be filed away or destroyed.</p> <p>The Environmental Health management team to meet and discuss specifically the correct level of authorisation for each officer presently in the division and record that assessment in a matrix. This will also assist in assessing any new starters.</p>	Completed	<p>The Environmental Health management team have met and discussed specifically the correct level of authorisation for each officer presently in the division and this has been enshrined in Procedures FHP2 & 13.</p>
<p>3.1.14 Ensure that all officers, including the Lead Officer, receive suitable training consistent with their authorisation and duties in accordance with the Food Law Code of Practice. [The Standard – 5.3]</p>	31/12/10	<p>As part of the Employee Performance Assessment the Lead Officer to consider his Authorisation with the Head of Service in terms of the current authorisation compared to the actual job role.</p> <p>Approved Premises training will be provided for all Environmental Health Officers.</p>	Completed	<p>Last year (01/04/10-31/03/11) four elements of training were considered for the officers involved in food inspections (including Management):</p> <ul style="list-style-type: none"> • approved premises, • Inspection consistency (as part of NFHRS agreement), • Vac Pac in butchers, • HACCP training. <p>Employee Performance Assessments are being undertaken and individual as well as Group training needs will be considered on merit and to ensure Officers keep up to date with CPD and legislative changes.</p>

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<p>3.1.16 Ensure that complete and sufficiently detailed officer training records are maintained in accordance with the Food Law Code of Practice. [The Standard - 5.4 and 5.5]</p>	<p>31/12/10 in terms of updating any existing out of date records</p> <p>Ongoing as training records are received</p>	<p>Record keeping to be improved and adhered to. In terms of training certificates these should be sent to the record keeper in the first instance – copied and distributed to the Officers.</p> <p>Training and compliance with CPD requirements to be checked during annual Employee Performance Assessment and review.</p> <p>The Environmental Health Manager to conduct review of CPD every six months as part of the performance management of the Division.</p>	<p>Completed</p>	<p>Officers are required to present their CPD/attendance certificates to the Principal Officer or Environmental Health Manager for verification and so that the training record can be signed off.</p>
<p>3.2.2 Ensure that all food premises, including approved establishments, are inspected in accordance with the frequencies specified by the Food Law Code of Practice. [The Standard – 7.1]</p>	<p>30/09/10 and ongoing for monthly reports</p>	<p>Monthly quantitative reports are to be produced by the Environmental Health Manager for discussion with Principal EHO's.</p>	<p>Completed</p>	<p>Monthly quantitative reports are produced by the Environmental Health Manager for discussion with the Principal EHO. Actions coming out of that report can be taken back to the Team by the Principal or raised at Divisional Meetings.</p>

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				<p>Quarterly reports are produced as part of the Directorate Service Planning process and these results are also considered by the Management team and the results fed back to the division.</p> <p>Reports are run in terms of newly registered premises that have yet to receive an inspection/rating to ensure all premises fall within the rating system.</p> <p>Issues such as long term sickness and restructuring that may affect performance are acknowledged and reprioritisation of workloads to target high risk areas considered and implemented where necessary.</p> <p>Progress has been made bringing overdue inspections up to date and is continuing.</p>
<p>3.2.6 Ensure that appropriate action is taken on any non-compliance found during inspections, including any contraventions linked to HACCP requirements, in accordance with the Authority's Enforcement Policy, the Food Law Code of Practice and any other centrally issued guidance. [The Standard – 7.3]</p>	<p>30/09/10</p>	<p>The system to be reviewed monthly at the performance management meeting to ensure it is adhered to.</p>	<p>Completed</p>	<p>Officers have been advised to serve hygiene improvement notices (HINs) in every appropriate instance where contraventions linked to HACCP systems are found.</p> <p>The Principal Environmental Health Officer monitors HINs to ensure they are dealt with in a timely manner as part of monthly performance monitoring.</p>

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<p>3.3.3 Expand the enforcement procedures to ensure they cover the full range of enforcement activities. [The Standard – 15.3]</p>	<p>31/01/11</p>	<p>All procedures are to be reviewed in January 2011. All new procedures to be in place and authorised by this date.</p> <p>Remedial Action Notice (RAN) Procedure to be ratified.</p> <p>Prosecution procedure and simple caution procedure to be developed to complement the templates that presently exist.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>	<p>A procedure for the service of HINs has been written.</p> <p>A procedure for the service of RANs has been written.</p> <p>A draft prosecutions procedure and a simple caution procedure have been substantially completed and implementation is imminent.</p>
<p>3.3.6 Ensure that hygiene improvement notices have been fully complied with and that all the necessary procedures and documentation specified by the Food Law Code of Practice have been completed. [The Standard – 15.2]</p>	<p>30/09/10</p>	<p>Principal Officers to monitor the progress of the HIN to ensure prompt follow up and that the matter is closed or further action taken.</p> <p>All Notices to be reviewed as part of the monthly performance management review of the division by the Environmental Health Manager.</p>	<p>Completed</p> <p>Completed</p>	<p>Principal EHO to discuss with Officers and be satisfied of the outcome associated with the HIN.</p> <p>All Notices to be reviewed as part of the monthly performance management review of the division by the Environmental Health Manager and Principal EHO.</p>

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<p>3.4.3 Set up, maintain and implement documented internal monitoring procedures for the full range of food law enforcement activities in accordance with the Food Law Code of Practice. [The Standard – 19.1 and 19.2]</p>	<p>30/09/10 and ongoing</p>	<p>Monthly quantitative reports are to be produced by the Environmental Health Manager for discussion with Principal EHO's. The uniform reports considered so far will be used to ensure the backlog and unrated premises decrease and are kept under control.</p>	<p>Completed</p>	<p>Quantitative reports are produced covering each month and the full quarter to be discussed with the Principal EHO in terms of areas requiring attention and areas where improvements have been seen.</p>