

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
<p>3.1.10 Expand and revise the food team procedures to ensure the documents accurately reflect the Food Law Code of Practice and centrally issued guidance and contain sufficient detail to provide adequate operational guidance for staff in relation to all food law enforcement activities carried out. [The Standard – 4.1, 7.4 and 15.1]</p>	31/03/11	<p>Expand and revise food team procedures as necessary. Specific priority elements include, food complaint investigation/inspection protocol /sampling protocol. Once finalised the documents will be stored in a secure controlled folder on the database. Uncontrolled document circulated to all officers.</p>	Completed	<p>All operational procedures reviewed, further developed and revised as necessary. Lead officers assigned for each procedure and a structured process for future reviews put in place.</p>
<p>3.1.15 Expand the documented procedure on the authorisation of officers to detail the competency assessment process by which authorisations are conferred, based on an officer's individual qualifications, training and experience and ensure that schedules of authorisation reflect the extent and limitations of individual officers' duties and are in accordance with centrally issued guidance. [The Standard – 5.1 and 5.3]</p>	31/03/11	<p>Expand and implement officer authorisation procedure to include assessment of new officers and a systematic ongoing review of existing officer competency specific to food legislation. Where officer competency is confirmed, officer authorisation to include specific authorisations under the Food Hygiene (England) Regulations 2006 and the Official Feed and Food Control Regulations 2009, with authorisations signed by Head of Service.</p>	Completed	<p>Authorisation and induction standard adopted and implemented with appropriate records maintained.</p>

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3.1.18(i) Ensure that all relevant officers have the necessary specialist knowledge in relation to establishments in the Authority's area approved in accordance with Regulation (EC) No. 853/2004. [The Standard – 5.2 and 5.4]	<p>Completed</p> <p>Completed</p> <p>31/03/11</p>	<p>Collate and evaluate training and experience for authorised officers.</p> <p>Create training records and programme for officers based on need 2010/11.</p> <p>Arrange for additional officer training in establishments for approval in accordance with Regulation (EC) No. 853/2004 when available (expectation within six months).</p>	Completed	<p>All Food EHOs have completed training in this area.</p> <p>Personnel files and training records updated.</p>
3.1.18(ii) Maintain records of relevant qualifications, training and experience of each authorised officer in accordance with the Food Law Code of Practice. [The Standard – 5.5]	<p>Completed</p> <p>31/03/11</p>	<p>Create training register and make available for audit, training records and certification for all officers within the Food Team. Hold all records within personnel file.</p> <p>Check process of submitting records for personnel file is robust to achieve an up to date record for each officer and expand procedures within officer training to reflect this.</p>	Completed	<p>Personnel files updated.</p> <p>Personnel files updated.</p>

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3.2.6(i) Set up maintain and implement a documented procedure to ensure that its food premises database is accurate, reliable and up to date. [The Standard – 11.2]	31/03/11	<p>Develop and implement a procedure to ensure data entry anomalies are minimised.</p> <p>Create within the procedure a method of checks to ensure that this is the case. Record training within training register (ongoing).</p>	Completed	<p>Specific reporting mechanisms in place to ensure database anomalies are minimised. Ongoing database audits undertaken.</p> <p>Full premises survey undertaken to gather accurate and current registration details.</p> <p>Food premises surveillance procedure developed and implemented.</p>
3.2.6(ii) Ensure that its electronic food premises database is managed and operated in such a way as to enable the uploading of accurate information to the Local Authority Enforcement Monitoring System (LAEMS). [The Standard – 6.3]	Completed	Submit amended report – difficulty in uploading data to LAEMS and ‘fatal error’ reports resolved.	Completed	<p>After the submission of the 2009/10 LAEMS return, any anomalies were analysed and reconciled.</p> <p>Timely and generally accurate LAEMS returns were submitted for 2010/11.</p> <p>The recording of written warnings has been reviewed to ensure that these are reported correctly in the 2011/12 return.</p>

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<p>3.3.15(i) Further develop and fully implement its documented procedures for the inspection of general food premises and approved establishments to provide operational guidance to officers that is in line with the Food Law Code of Practice and centrally issued guidance. [The Standard – 7.4]</p>	31/03/11	<p>Expand and revise food team procedures as necessary to ensure the inspection of general food premises and approved establishments is carried out in accordance with Operational Guidance.</p>	Completed	<p>General food premises and approved establishment intervention procedures reviewed and implemented.</p>
	31/08/10	<p>Set up and implement in-house process of auditing officers approach to inspections. Linked also to other planned improvements above (e.g. see planned improvements associated with 3.1.10, 3.1.15 and 3.2.6).</p>		<p>Internal Officer Audit standard documented and implemented.</p>

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3.3.15(ii) Assess the compliance of food premises to legally prescribed standards to confirm compliance with current legislation, the Food Law Code of Practice and centrally issued guidance. [The Standard – 7.2 and 7.3]	<p>31/03/11</p> <p>Completed</p> <p>31/08/10</p> <p>30/09/10 (then review)</p>	<p>Expand, revise and implement food team procedures to be in accordance with centrally issued guidance, in particular, in relation to Annexe 5 of the Food Law Code of Practice).</p> <p>Reinforce use of aide-memoire for both general and approved establishments.</p> <p>Set up officer monitoring process (as above) to promote consistency and clarity in detailing the difference between legal requirements or recommendations. Feedback findings of in-house audits during 1:1s and regular team meetings. Support findings with additional training and/or supervision as required.</p> <p>Explore the possibility of undertaking a consistency exercise across other neighbouring Authorities within Berkshire at next Food Group meeting and review post meeting outcome.</p>	Completed	<p>Procedures reviewed to meet centrally issued guidance. Further procedural review ongoing due to Service merger with Wokingham. It is planned that Wokingham's ISO 9001 accreditation be extended to cover both services.</p> <p>Aide-memoire in use for general food premises interventions. This has been reviewed since the merger and is being piloted by officers. Product specific aides-memoire introduced and implemented for approved establishments. Forms under review in light of joint service.</p> <p>Internal monitoring continues to remain in place. Regular 1:1's carried out. Regular team meetings held.</p> <p>It is intended to carry out an IAA across Berkshire starting in 2013.</p>

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<p>3.3.15(iv) Maintain up to date, 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 – 7.5 and 16.1]</p>	<p>31/03/11</p> <p>Completed</p>	<p>Expand, revise and implement food team procedures to ensure both general food premises and product specific establishments are inspected and approved in accordance with the relevant legislation, Food Law Code of Practice and centrally issued Guidance.</p> <p>Review food premises record-keeping arrangements to ensure that accurate and comprehensive records are maintained. Amend approved premises register and filing system method to ensure that all relevant paperwork is captured and maintained against the premises file.</p> <p>NB Linked also to training and competency improvements already outlined.</p>	<p>Completed</p>	<p>Please see notes for Recommendations 3.3.15(ii) and 3.3.15(iii)</p> <p>Comprehensive and detailed records of interventions are now being maintained on product specific inspection forms.</p> <p>The approved establishment files are well organised with readily retrievable information about the business and the approval documentation. The files have been updated to capture information set out within Food Law Practice Guidance. Traceability and a synopsis of the premises have been included on each file.</p>

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<p>3.4.2 Set up, maintain and implement a documented enforcement policy, in accordance with the Food Law Code of Practice and centrally issued guidance. This policy shall be approved by the relevant Authority Member forum or senior officer, subject to local delegation arrangements. [The Standard – 15.1]</p>	Completed	<p>Meeting with Trading Standards and Legal to discuss current enforcement policy and procedure.</p> <p>The Local Authority has confirmed that it is content that the existing Enforcement Policy statement is sufficient and therefore is to remain unchanged.</p>	Completed	<p>Enforcement Policy remaining the same for the Council as a whole. Confirmed by Authority's legal department.</p>
<p>3.4.4 Further develop the documented procedural guidance for officers on all formal enforcement options in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard – 15.2]</p>	31/03/11	<p>Expand and revise food team guidance to include the full range of enforcement/intervention options that are available.</p>	Completed	<p>Relevant procedures have been developed, reviewed and implemented.</p> <p>All Officers guided to WBC enforcement policy.</p>
<p>3.5.5(i) Set up, maintain and implement documented internal monitoring procedures in accordance with Article 8 of Regulation (EC) No. 882/2004 (Official Feed and Food Controls), the Food Law Code of Practice and centrally issued guidance. [The Standard – 19.1]</p>	31/08/10	<p>Set up, implement and maintain documented internal monitoring procedure.</p> <p>Specifically, set targets for quantitative outputs (e.g. % of each point satisfactorily completed against number of files audited). Incorporate qualitative monitoring findings as part of ongoing review of officer performance and/or training and development needs.</p>	Completed	<p>Internal Officer Audit standard documented and reporting mechanism in place.</p>

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<p>3.5.5(ii) 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 procedure across all the Authority's food law enforcement activities. [The Standard – 19.2]</p>	<p>31/10/10 31/10/10</p>	<p>Fully implement the regular internal monitoring to verify conformance across all areas of the Standard in accordance with the internal monitoring procedure.</p> <p>Carry out an in-house and neighbouring Authority's consistency exercise. Report this to the Berkshire Food Group. Procedural amendments as carried out as necessary, based on findings.</p>	<p>Completed</p>	<p>Regular internal monitoring schedule implemented and records maintained.</p>
<p>3.5.5(iii) Ensure that records of monitoring activities are maintained. [The Standard – 19.3]</p>	<p>31/08/10</p>	<p>Maintain internal audit records in a simple excel sheet within an easily accessible file.</p>	<p>Completed</p>	<p>Reporting mechanism set up within database to capture internal monitoring activities.</p>
<p>3.5.8(i) Further develop and fully implement its documented policy and procedure in relation to complaints about food and hygiene at food premises to provide operational guidance to officers that is in line with the Food Law Code of Practice and centrally issued guidance. [The Standard – 8.1]</p>	<p>31/03/11</p>	<p>Expand and revise written food team procedures and Policies to ensure they are in line with official guidance-in particular approaches to investigating food complaints originating both within and outside of the Council's boundary.</p>	<p>Completed</p>	<p>Complaint investigation procedure expanded, reviewed and implemented.</p>

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3.5.8(ii) Ensure that all complaints received about food and hygiene at food premises are investigated in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard – 8.2]	31/03/11	Review training needs for investigating officers to ensure practices in relation to complaint investigation are in line with procedures. Where necessary re-train or supervise staff based on need.	Completed	Complaints effectively investigated in accordance with official guidance. Regular 1:1 and team meetings used to monitor and exchange information.
3.5.11(i) Set up, maintain and implement a documented sampling policy and programme in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard – 12.4]	31/10/10	Review and prepare Sampling Policy to demonstrate West Berkshire Council approaches in carrying out both formal and informal sampling programmes locally and nationally, whilst ensuring it is in accordance with official guidance.	Completed	Drafted and awaiting Members approval.
3.5.11(ii) Set up, maintain and implement documented procedures for the procurement or purchase of food samples, continuity of evidence and the prevention of deterioration or damage to samples whilst under their control in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard – 12.5]	31/10/10	Expand and revise food team procedures as necessary. In particular, expand procedures to identify practices related to purchases, continuity of evidence and prevention or deterioration or damage to samples whilst under the Council's control.	Completed	WEMS Procedures Implemented.

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3.5.11(iii) Carry out food sampling in accordance with its documented sampling policy, procedures and programme, the Food Law Code of Practice and centrally issued guidance. [The Standard – 12.6]	31/10/10	Re-introduce 2010/11 sampling programmes and include in the service plan. Carry out sampling programme in accordance with policy and procedures that are to be developed and reviewed as above.	Completed	<p>Sampling policy created awaiting Member sign off.</p> <p>Sampling programme re-instated and implemented as part of the Food Service Plan.</p> <p>Sampling reporting mechanism in place.</p>