

## Annex 2

### Action Plan for Flintshire County Council

Audit Date: 28th October – 1st November 2013,

Follow up Visit: 26th November 2015.

Audit Visit Date: 5<sup>th</sup> – 6<sup>th</sup> June 2024

#### Status Key

Blue	Completed
Green	Good Progress
Amber	Limited Progress
Red	No Progress

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING ACTIONS
<p>3.18(i) Ensure future Food Service Plans are developed in accordance with the Service Planning Guidance in the Framework Agreement. More comprehensive information on the authority's service should be provided together with a robust analysis of the resources required to deliver the food services against those available. [The Standard – 3.1]</p>	<p><b>Blue</b></p>	<p><u>Food Hygiene / Food Standards</u></p> <p>This recommendation relates to:-</p> <p>a.) Lack of inclusion of the number of approved premises in the County.</p> <p>b.) Lack of inclusion of the resource requirements to deliver the Food Service in accordance with the Food Law Code of Practice in its entirety.</p> <p>c.) Lack of inclusion of an estimate of the resources required to revisit all 0, 1 and 2 rated premises and for the inspection of new businesses. Future service plans will ensure that all of the above are included and will include an analysis of the resources required to fully deliver the food service against those available.</p>	<p>Required resources laid out in the service plan.</p>	<p>Completed.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING ACTIONS
5.12(i) Review and update all officer authorisations to ensure they are appropriately authorised under current relevant legislation in accordance with their level of qualifications, training, experience and the relevant Code of Practice. [The Standard – 5.3]	<b>Blue</b>	<u>Food Hygiene/Food Standards</u>  All authorisations will be reviewed and updated where necessary. This will be maintained in line with changes in legislation.	Officer authorisations have been updated.	Completed.
<u>Food Hygiene</u> 7.19(i) Ensure that all food premises hygiene interventions/inspections are carried out at the minimum frequency specified by the Food Law Code of Practice. [The Standard -7.1]	<b>Green</b>	This relates to the recommendation that all inspections should be carried out within 28 days of being due. Whilst FCC has consistently achieved 100% of the High Risk inspections due each financial year, some High Risk inspections have not been carried out within 28 days of being due, although they have been done within the annual programme in which they were due. Planned Improvements:- All High Risk inspections due this year are to be completed within 28 days of becoming due. This will be monitored by the Team Leader at monthly one to ones. Any deviations from this 28 day are to be documented on the electronic database.	Service recovering from impacts of Covid 19 pandemic with risk-based plan in place to address backlog of interventions	Undertake interventions in accordance with the minimum frequencies specified by the Food Law Code of Practice.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING ACTIONS
7.19 (iii) Ensure that observations made and/or data obtained in the course of an inspection is recorded in a timely manner. [The Standard – 7.5]	<b>Blue</b>	This recommendation relates to the auditors view that insufficient information was being provided by officers in some instances on the aide memoir that is used to assist officers during their inspections. Planned Improvements:- Officers are to complete the aide memoir to sufficient detail to enable other officers to make the necessary assessment to inform risk-based, graduated action.	Sufficient information on officer observations relating to assessments of HACCP, cross contamination, training compliance and checking of ID marks for incoming food was captured.	Completed.
<u>Food Standards</u> 7.34 (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 by the Food Law Code of Practice and assess the compliance of establishments and systems to the legally prescribed standards. [The Standard -7.1 & 7.3]	<b>Green</b>	This relates to the recommendation that all inspections should be carried out within 28 days of being due. Whilst FCC has consistently achieved 100% of the High Risk inspections due each financial year, some High Risk inspections have not been carried out within 28 days of being due.  <u>Low and Medium Risk Premises</u> There is a back log of premises that are overdue their food standards inspection.	Service recovering from impacts of Covid 19 pandemic with risk-based plan in place to address backlog of interventions	Undertake interventions in accordance with the minimum frequencies specified by the Food Law Code of Practice.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING ACTIONS
7.34(ii) Carry out interventions/inspections and register establishments in accordance with the relevant legislation, Codes of Practice, and centrally issued guidance. [The Standard -7.2]	Green	<u>Food Standards</u> This recommendation relates to announced Food Standards inspections taking place but the reason for the visit being announced, (rather than unannounced) not being recorded.	Inspection record forms have been updated to clearly indicate when an inspection is undertaken announced or unannounced.	Ensure food standards intervention records are reflective of the risk rating given.
8.12 (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]	Green	In light of the auditors view that the Complaint procedure for Food Hygiene and Food Standards had not been followed in all instances, this procedure will be amended to allow deviation from it in circumstances when it is not appropriate to investigate a complaint. A clear policy on when a complaint should not be investigated will be set out.	Food Standards complaints were processed without significant delay.	Ensure that food hygiene complaints are processed without significant delays.
12.12(ii) Review, update where necessary, maintain and implement the documented sampling procedures in respect of the procurement and preservation of samples (food), in accordance with the relevant Codes of Practice and centrally issued guidance. [The Standard - 12.5]	Blue	<u>Food</u> The Food Hygiene Sampling Procedure will be amended to cover specific instructions on the storage of food samples following sampling. This was already in place at the time of audit for the Food Standards Sampling Procedure. The Food Sampling Policy already sets out the information on procurement of samples.	All file checks relating to food standards sampling were followed up appropriately.	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING ACTIONS
15.14 (i) Ensure that food hygiene law enforcement is carried out in accordance with the Food Law Code of Practice, centrally issued guidance and the authority's own documented procedures. [The Standard -15.2 & 15.3]	Blue	a) The team are to attend Enforcement Sanctions training in May 2014. b) Explanations to always be recorded on premises file when procedure has been deviated from.	File checks relating to Hygiene Improvement Notices showed that their use was an appropriate course of action and compliance was confirmed in writing.	Completed.
15.14(ii) Ensure all enforcement decisions are made following consideration of the authority's enforcement policy and the reasons for departure from the policy are documented. [The Standard -15.4]	Green	This recommendation relates to there not being explicit explanation as to why a food business operator had not been prosecuted instead of being served with a hygiene improvement notice.	Escalation of enforcement in accordance with the policy was sometimes taking place, however, this was not always the case. Reasons for departure from the policy was not being documented.	Ensure all decisions on enforcement actions are escalated in accordance with the enforcement policy or reasons documented for departure from the policy.
16.15(i) Maintain up to date and accurate 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 reports of all interventions/inspections, the determination of compliance with	Green	This recommendation relates to: a.) Paper-based premises files not being available for all premises in relation to Food Standards. b.) The database records not being comprehensive.	Food standards intervention letters clearly differentiated between legal requirements and recommendations.	Ensure that legislation is specified for any contraventions listed in food standards intervention letters.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PLANNED IMPROVEMENTS	PROGRESS TO DATE	OUTSTANDING ACTIONS
<p>legal requirements made by the authorised officer, details of action taken where non-compliance was identified, details of any enforcement action taken, and relevant food registration information. [The Standard -16.1]</p>		<p>c.) Inspection report forms not giving a breakdown of legal contraventions and what was only recommendation.</p> <p>d.)The report of inspection form did not have all the information on it that it is supposed to have.</p> <p>Improvements:-</p> <p>a.) Merge premises files between Food Hygiene and Food Standards.</p> <p>b.) Database records to be comprehensive by scanning on all documents as of February 2014.</p> <p>c.) Provide a clear distinction between legal contravention and recommendation.</p> <p>d.) Devise a new report of inspection form for Food Standards and set up a template letter for use, similar to Food Hygiene templates.</p>		
<p>Food Hygiene Rating Scheme audit actions relating to service planning.</p>	<b>Blue</b>		<p>Service plan includes all planned inspections.</p>	<p>Completed</p>

<b>TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)</b>	<b>STATUS</b>	<b>PLANNED IMPROVEMENTS</b>	<b>PROGRESS TO DATE</b>	<b>OUTSTANDING ACTIONS</b>
Food Hygiene Rating Scheme audit actions relating to intervention procedures.	<b>Blue</b>		Procedures amended.	Completed
Food Hygiene Rating Scheme audit actions relating to intervention data.	<b>Blue</b>		Intervention due dates correct.	Completed
Food Hygiene Rating Scheme audit actions relating to intervention reports.	<b>Blue</b>		Reports issued with safeguards information.	Completed
Food Hygiene Rating Scheme audit actions relating to internal monitoring.	<b>Blue</b>		Internal monitoring checks relating to safeguards are carried out.	Completed

Summary.

<b>Total Recommendations</b>	<b>16</b>
<b>Completed</b>	<b>10</b>
<b>Good Progress</b>	<b>6</b>
<b>Limited Progress</b>	<b>0</b>
<b>No action</b>	<b>0</b>
<b>Untested</b>	<b>0</b>
<b>Total Outstanding</b>	<b>6</b>