

Annex 2

Action Plan for Isle of Anglesey County Council

Audit Date: 14th – 28th February 2014,
Follow up Visit: 15th – 16th August 2016.

Audit Visit Date: 23rd – 24th October 2024

Status Key

Blue	Completed
Green	Good Progress
Amber	Limited Progress
Red	No Progress

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
<p>3.21 The authority should:</p> <p>(i) Ensure that future Food and Feed Law Enforcement Service Plans are developed in accordance with the Service Planning Guidance in the Framework Agreement. An analysis of the resources required against those available, and plans to address any shortfalls identified should be included. [The Standard – 3.1]</p>	Green	<p>Ensure that the Service Delivery Plan is further developed in accordance with the Service Planning Guidance. Specific information has been provided to the authority in a separate communication.</p>	<p>The service plan includes information on the number of approved premises, a projection of the number of new premises expected for the upcoming year and the number of available post vs required post for the food hygiene service.</p>	<p>Ensure that the Service Delivery Plan is further developed in accordance with the Service Planning Guidance to include: Undertaking food standards inspection in line with the code, a resource calculation for each area of food standards work including available vs required resources, a breakdown of non-fixed costs and a trend analysis of the cost of running the service.</p>
<p>(ii) Address any variance in meeting the Service Plan in subsequent service plans. [The Standard-3.3]</p>	Green	<p>Ensure the review reflects the performance required against the Food Law Code of Practice and ensure all parts reflect performance against targets set out in the previous Service Plan.</p>	<p>The authority had conducted a review of service plan for the period 23/24. A further review is required to satisfy the original recommendation.</p>	<p>Ensure that the review includes all parts of the service including sampling, complaints and ID's including trends and the impact on the service.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
<p>5.16 The authority should:</p> <p>Review and amend the authorisation procedure to include reference to the arrangements for refresher training and monitoring for newly qualified and returning officers, in accordance with the requirement of the Food Law Code of Practice. [The Standard – 5.1]</p>	Blue	Completed.		
<p>(i) Review and amend food standards and feed officer authorisations to include the appropriate Official Feed and Food Control legislation to carry out the work set out in the Service Plan. Amend the authorisation of the unqualified Trading Standards enforcement officer to reflect their competency, in accordance with the Codes of Practice. Ensure the duties of food standards and feed officers do not exceed their authorisations. [The Standard – 5.3]</p>	Blue	Completed.		
<p>(ii) Appoint a sufficient number of suitably authorised food hygiene and food standards officers to carry out the work set out in the Service Plan and ensure that they are authorised under the appropriate legislation. The level of authorisation of feed officers should be consistent with their qualifications. [The Standard – 5.3]</p>	Amber	Appoint a suitable number of authorised food hygiene and food standards officers to carry out the work set out in the Service Plan.	A suitable number of authorised food hygiene officers are available to carry out the work set out in the Service Plan.	Appoint a suitable number of authorised food standards officers to carry out the work set out in the Service Plan.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
(iii) Ensure that all authorised food hygiene officers receive 10 hours Continuous Professional Development training, in accordance with the Code of Practice. [The Standard – 5.4]	Blue	Completed.		
(iv) Maintain records of the relevant qualifications, training and experience of each authorised officer and appropriate support staff in accordance with the relevant Codes of Practice. [The Standard - 5.5]	Blue	Completed.		
6.8 The authority should: (ii) Amend the documented procedure for calibrating temperature measuring equipment to include testing frequencies for all devices, operating temperatures for refrigeration equipment and ensure tolerances are applied in accordance with centrally issued guidance. [The Standard - 6.2]	Blue	Completed.		
7.26 The authority should: (i) Ensure that food establishment interventions/inspections are carried out at the minimum frequency specified by the Food Law Code of Practice. [The Standard -7.1]	Green	Ensure that establishments receive food hygiene interventions at the minimum frequency as specified by the Food Law Code of Practice.	Service is recovering with a risk-based plan in place to address the remaining backlog of low-risk interventions.	Ensure all businesses receive an appropriate intervention at the correct frequency.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
(ii) Ensure that full inspections and alternative enforcement strategies are carried out in accordance with the Food Law Code of Practice, centrally issued guidance, and the authority's policies and procedures. [The Standard – 7.2]	Green	Ensure that risk ratings are consistent with officer findings, the date of the primary intervention for the businesses that have been added to the AES programme is retained and that establishments are approved in accordance with the Food Law Code of Practice and centrally issued guidance.	Risk ratings are consistent with officer findings. AES not taking place, so unable to be tested.	Ensure establishments are approved in accordance with applicable requirements. If operating AES, ensure the date of the primary intervention is retained.
(iii) Assess the compliance of establishments in its area to the legally prescribed standards; and take appropriate action on any non-compliance found, in accordance with the authority's Enforcement Policy. [The Standard -7.3]	Green	Ensure that the assessment of compliance with HACCP is undertaken and that appropriate action is taken on any non-compliance found.	HACCP assessments thorough and appropriate action undertaken in most cases. Both points satisfactory in approved establishment files.	Ensure that the assessment of compliance with HACCP is consistently undertaken and that appropriate action is consistently taken on any non-compliance found in registered premises.
(iv) Amend its Food Interventions Procedure in respect of Alternative Enforcement Strategies (AES) to include details of the criteria against which completed questionnaires are assessed and to set out the triggers for undertaking another type of intervention. [The Standard – 7.4]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
(i) Ensure observations made in the course of an inspection, in particular relating to checks carried out to verify the source of foods and to demonstrate that consideration has been given to imported foods, shall be recorded in a timely manner to prevent loss of relevant information. [The Standards – 7.5]	Amber	Ensure that officers document their assessment of imported food checks.	Satisfactory in approved establishments files but not always documented on registered premises files.	Ensure that officers document their assessment of imported food checks during registered premises interventions.
7.34 The authority should: (i) Ensure that vessel inspections are carried out in accordance with the Food Law Code of Practice, centrally issued guidance, and the authority's policies and procedures. [The Standard – 7.2]	Blue	Completed.		
(i) Ensure observations made in the course of an inspection, are recorded in a timely manner to prevent loss of relevant information. [The Standards – 7.5]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
<p>7.50 The authority should:</p> <p>(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 the Food Law Code of Practice. [The Standard -7.1]</p>	Red	<p>Ensure that establishments receive food standards interventions at the minimum frequency. Ensure that food businesses that have been designated as “outside programme” receive an intervention in accordance with the requirements of the Food Law Code of Practice.</p>	<p>Shortfalls in FTE mean that the Authority is only able to prioritise A (high risk) interventions and some high risk unrated businesses. There is no plan in place to allow the authority to inspect any other due or overdue premises. The backlog of overdue interventions is likely to continue rising.</p>	<p>Ensure all businesses receive an appropriate intervention at the correct frequency.</p>
<p>(ii) Implement a food standards intervention risk rating scheme which is in accordance with the scheme established under annex V of the Food Law Code of Practice. [The Standard -7.2]</p>	Blue	<p>Ensure that a food standards intervention risk rating scheme which is in accordance with the scheme established under annex V of the Food Law Code of Practice is implemented.</p>	<p>Risk ratings consistently applied under the appropriate scheme.</p>	<p>Completed.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
(iii) Provide food businesses with a report after each inspection/intervention, develop and implement an intervention policy for unrated and “non-inspectable risk” food standards establishments, ensure that food standards establishments are only inspected by appropriately authorised officers and ensure that announced visits and revisits are carried out in accordance with the relevant legislation, Code of Practice, centrally issued guidance and the authority’s own policies and procedures. [The Standard - 7.2]	Blue	Ensure that a policy is developed and implemented for unrated and “non-inspectable risk” establishments.	Procedure amended to include how unrated businesses are prioritised and those businesses that fall outside the programme.	Completed.
(iv) Take appropriate action on any non-compliance found at food standards establishments, in accordance with the authority’s enforcement policy. [The Standard -7.3]	Blue	Completed.		
(v) Set up a revisit policy which accords with the Food Law Code of Practice. [The Standard – 7.4]	Blue	Completed.		
(vi) Ensure that officers’ contemporaneous records of food standards interventions are recorded in a timely manner and stored in such a way that they are retrievable. [The Standard -7.5]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
<p>8.10 The authority should:</p> <p>(i) Review and update the complaints procedures to include reference to complaints against food and the condition of feed establishments. [The Standard – 8.1]</p>	Blue	Completed.		
<p>(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]</p>	Blue	Completed.		
<p>(iii) Take appropriate action on complaints received in accordance with the authority's Enforcement Policy. [The Standard – 8.3]</p>	Blue	Completed.		
<p>11.5 The authority should:</p> <p>(i) Maintain its database of food and feed establishments, ensuring food and feed businesses are properly registered and included in the food and feed interventions programmes. [The Standard – 11.1]</p>	Blue	Ensure that all food establishments in its area are properly registered	All establishments checked were properly registered.	Completed.
<p>12.11 The authority should:</p> <p>(i) Amend the Food and Feed Sampling Policy to include reference to its approach to notifying/liasing with Primary and Home Authorities. [The Standard – 12.4]</p>	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
(ii) Set-up, maintain and implement a documented procedure for the procurement or purchase, continuity of evidence and the prevention of deterioration or damage of informal food standards samples in accordance with the Food Law Code of Practice and relevant centrally issued guidance. [The Standard – 12.5]	Blue	Completed.		
(iii) Take appropriate action in accordance with its Enforcement Policy where food hygiene sample results are not considered to be satisfactory. [The Standard – 12.7]	Blue	Untested – no unsatisfactory food hygiene samples had been reported by the authority during the timeframe preceding the follow up audit.	Appropriate action in accordance with its Enforcement Policy had been taken in all cases.	Completed.
13.8The authority should: (i) Amend the Outbreak Control Plan to ensure that it includes the relevant local authority contacts. [The Standard – 13.1]	Blue	Completed.		
(i) Further develop the documented procedure for investigation of infectious diseases to include reference to sampling and ensure the procedure is fully implemented. [The Standard -13.2]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
<p>14.7 The authority should:</p> <p>Notify the FSA of any serious localised food hazards in accordance with the Food Law Code of Practice. [The Standard – 14.5]</p>	Blue	Untested – there were no events identified that required reporting by the authority as an incident during the follow up audit.	Where appropriate the authority had notified the FSA of any serious localised food hazards in accordance with the Food Law Code of Practice.	Completed.
<p>15.14 The authority should:</p> <p>(i) Review and amend its Enforcement Policy to include reference to the approach to enforcement at establishments where it is the food or feed business operator and place a copy of its Enforcement Policy, or instructions on how to obtain a copy, on its website. Ensure that the Enforcement Policy is fully implemented. [The Standard – 15.1]</p>	Blue	Completed.		
<p>(ii) Set up documented procedures for undertaking food hygiene prosecutions and Simple Cautions, the suspension and withdrawal of feed establishment approvals and for the enforcement of inland imported feed in accordance with the Codes of</p>	Blue	Ensure that the procedure clearly identifies officer roles (CPIA) and details, where considerations regarding the authority's Enforcement Policy and relevant legal tests are documented.	The procedure has been updated to include information on the CPIA roles and when considerations regarding the authority's Enforcement Policy and relevant legal tests should be documented.	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
Practice and official guidance. [The Standard -15.2]	Blue			
(iii) Amend the procedures for food hygiene detention, seizure and certification and food standards in accordance with the relevant Codes of Practice and official guidance. [The Standard -15.2]		Completed.		
(iv) Ensure that food hygiene enforcement is carried out in accordance with the relevant Codes of Practice and centrally issued guidance. [The Standard – 15.3]	Blue	Untested – no formal action had been reported by the authority in the timeframe preceding the follow up audit.	The FBO had been notified of compliance in all cases.	Completed.
(v) Ensure that all decisions on enforcement action are made following consideration of the authority’s Enforcement Policy and that the reasons for any departure from the criteria set out in the enforcement policy are documented. [The Standard –15.4]	Green	Untested – no formal action had been reported by the authority in the timeframe preceding the follow up audit	Some decisions on enforcement action in accordance with the authority’s enforcement policy were available.	Ensure reasons for departing from the authority’s enforcement policy are documented.
16.7 The authority should: (i) Ensure that up to date food business registration details are maintained and letters provided to businesses following interventions/inspections contain all of the information required by	Green	Ensure that up to date business registration details are maintained and that intervention / inspection reports are addressed to the registered food business owner. Improvement is	Registration details maintained and compliance timescales consistently provided in inspection reports.	Ensure that inspection reports are consistently addressed to the registered food business owner.

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the Food Law Code of Practice. [The Standard -16.1		needed to ensure that timescales are consistently provided in reports.		
<p>16.18 The authority should:</p> <p>(i) Maintain up to date food standards 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 sample results, the date, time, areas seen and documents examined during an intervention, the type, size and scale of a business, determination of compliance with legal requirements made by the authorised officer, details of action to be taken by the authority and action taken where non-compliance were identified, the timescale for compliance and the name of the food business operator. Inspection reports shall also include the designation of the inspecting officer, the contact details of a senior officer and the address of the authority. [The Standard -16.1]</p>	Green	<p>Ensure that food inspection reports are in accordance with Annex 6 of the Food Law Code of Practice and include the following;</p> <p>Areas inspected, person seen, name of the FBO, senior officer details, LA address, designation of inspecting officer and timescales for compliance.</p>	<p>Inspection reports consistently contain the name of the FBO, inspecting officer details, senior officer details and the address of the authority. Template letters were amended to include the additional information required.</p>	<p>Ensure that food inspection reports are in accordance with requirements and include the following;</p> <p>Areas inspected, person seen and timescales for compliance.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
<p>19.9 The authority should:</p> <p>(i) Further develop, maintain and implement internal monitoring procedures for food hygiene, food standards and feed to verify its conformance with the Standard, relevant legislation, the relevant Codes of Practice, centrally issued guidance and its own documented policies and procedures. [The Standard – 19.1 and 19.2]</p>	Blue	Completed.		
<p>(ii) Ensure that records of internal monitoring activities are maintained for two years [The Standard– 19.3]</p>	Blue	Completed.		
<p>Food Hygiene Rating Scheme audit actions relating to service planning.</p>	Blue		The service plan includes a plan for all due interventions and a plan to address outstanding interventions.	Completed.
<p>Food Hygiene Rating Scheme audit actions relating to intervention procedures.</p>	Green		Procedures and aide memoires had been amended to address almost all FHRS requirements.	Ensure procedures further amended to include instructions to notify head office of findings.
<p>Food Hygiene Rating Scheme audit actions relating to inspection reports.</p>	Blue		Inspection reports consistently included validity information and the required information on the three safeguards.	Completed.

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Food Hygiene Rating Scheme audit actions relating to data and risk ratings.	Green		Risk ratings were in accordance with scheme statutory guidance. Database errors relating to due dates were not yet at a level to comply with the action point.	Further reduce database errors relating to due dates.
Food Hygiene Rating Scheme audit actions relating to enforcement.	Blue		Enforcement procedures had been amended and enforcement had been undertaken in accordance with scheme statutory guidance.	Completed.
Food Hygiene Rating Scheme audit actions relating to internal monitoring.	Blue		The internal monitoring procedure includes information on the frequency and quantity of checks. FHRS safeguards are checked as part of report checks.	Completed.

Summary.

Total Recommendations	46
Completed	33
Good Progress	10
Limited Progress	2
No action	1
Untested	0
Total Outstanding	13