

Annex 2

Updated Action Plan for Conwy County Council

Original Audit Date: 14th – 18th September 2015

1st follow up visit date: 22nd – 23rd August 2018

Audit Visit Date: 17th – 18th July 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>3.23 (i) Ensure future Service Plans for food hygiene and food standards are developed in accordance with the Service Planning Guidance in the Framework Agreement. In particular, an estimate of the resources required to deliver the services against those available should be provided and an explanation provided for any variances identified in the service review. [The Standard – 3.1]</p>	<p>Green</p>	<p>Amend the assessment of resources required against those available to include a breakdown across service delivery activities.</p> <p>Ensure all variances are identified and explained during the annual review of service delivery in relation to food standards interventions, food hygiene and shellfish samples, food hygiene category E rated establishments, unrated inspections and food hygiene rating scheme compliance checks.</p> <p>Ensure that these are addressed (where necessary) as areas for improvement.</p>	<p>Service Plan for 2024/25 largely drafted in accordance with the Service Planning Guidance</p>	<p>Ensure all variances are identified and explained during the annual review of service delivery including:</p> <ul style="list-style-type: none"> - Delivery of sampling programmes against set targets. - The timeliness of response to reactive work (including infectious disease notifications).

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
4.6 (i) Ensure that all documented policies and procedures are reviewed at regular intervals and whenever there are changes to legislation or centrally issued guidance. [The Standard – 4.1]	Blue	Completed.		
5.10 (i) Ensure all authorised officers meet the training requirements set out in the Food Law Code of Practice; including training in HACCP. [The Standard – 5.4]	Blue	Completed.		
5.10 (ii) Maintain records of relevant academic or other qualifications for authorised food standards officers. [The Standard – 5.5]	Blue	Completed.		
6.8 (i) Ensure temperature monitoring equipment is calibrated frequently and amend the documented procedure for calibrating temperature measuring equipment to include tolerances in accordance with centrally issued guidance. [The Standard - 6.2]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
7.23 (i) Ensure that food hygiene establishment interventions/inspections are carried out at the minimum frequency specified by the Food Law Code of Practice. [The Standard -7.1]	Amber	Ensure all businesses receive an appropriate intervention at the correct frequency.	Significant backlog of inspections gradually being addressed with a focus on high risk and unrated premises. Backlog of category D interventions increasing. No plan to fully re-align with Code.	Ensure all businesses receive an appropriate intervention at the correct frequency.
7.23 (ii) Carry out food hygiene interventions / inspections in accordance with the Food Law Code of Practice and centrally issued guidance, and the authority's policies and procedures. [The Standard – 7.2]	Blue	Ensure that the risk rating issued consistently reflects inspection observations and that the correct process is followed on receipt of registration forms.	All risk ratings were consistent with officer observations. Process relating to registration forms followed.	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
7.23 (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] (Food Hygiene)	Blue	Ensure that thorough assessments are consistently undertaken in relation to HACCP (non-approved premises), discussions with food handlers and checks on incoming ID marks and imported foods.	Through assessment of HACCP, incoming ID marks and imported food were documented. Discussions with food handlers were documented where applicable.	Completed.
7.23 (iv) Amend its procedure for Food Hygiene AES and fully implement its documented procedures in relation to inspections and revisits of food premises. [The Standard – 7.4]	Blue	Completed.		
7.23 (v) Ensure that observations made in the course of a Food Hygiene inspection are recorded in a timely manner to prevent loss of relevant information. [The Standard – 7.5]	Blue	Ensure that observations are consistently recorded in relation to HACCP assessments, discussions with food handlers, checks on incoming ID marks and imported foods and suppliers details.	Observations recorded relating to recommendation 7.23 (iii)	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
7.40 (i) Ensure that food standards interventions are carried out at a frequency which is not less than that determined by the Food Law Code of Practice. [The Standard - 7.1]	Amber	Ensure all businesses receive an appropriate intervention at the correct frequency.	Significant backlog of inspections gradually being addressed with a focus on high risk and unrated premises. Backlog of category C interventions increasing. No plan to fully re-align with Code.	Ensure all businesses receive an appropriate intervention at the correct frequency.
7.40 (ii) Carry out food standards interventions / inspections and register establishments in accordance with relevant legislation, the Food Law Code of Practice and centrally issued guidance. [The Standard - 7.2]	Blue	Ensure that revisit and follow-up decisions are consistent with findings.	Where applicable re-visits were consistent with findings.	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
7.40 (iii) Assess the compliance of establishments in its area to the legally prescribed standards for Food Standards [The Standard – 7.3]	Blue	Ensure that thorough assessments are consistently undertaken in relation to labelling, composition and traceability.	Assessments relating to labelling, composition and traceability were consistent.	Completed.
7.40 (iv) Ensure the documented AES procedure for Food Standards reflects the requirements of the Food Law Code of Practice and Practice Guidance. [The Standard 7.4]	Blue	Completed.		
7.40 (v) Ensure that observations and/or data made in the course of a Food Standards intervention/inspection are recorded in a timely manner to prevent the loss of relevant information, and that all records of interventions are stored in such a way that they are retrievable. [The Standard – 7.5]	Blue	Ensure that unannounced inspections are recorded on the aide memoire and that assessments consistently cover labelling, composition and traceability requirements.	Unannounced inspections recorded including reasons why an inspection was not where applicable. Observations around labelling, composition & traceability requirements recorded.	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
8.9 (i) Further develop its documented procedure in relation to complaints about food and food establishments; and, amend the procedure to include details of its approach to complaints relating to food originating from other EU member states or third countries. [The Standard - 8.1]	Blue	Completed.		
8.9 (ii) Ensure food hygiene and food standards complaints are investigated in accordance with centrally issued guidance and the authority's policies and procedures; including responding within target times, and communicating with all relevant parties. [The Standard – 8.2]	Blue	Ensure food standards complaints are consistently investigated without delay.	Food standards complains were investigated without delay.	Completed.
13.7 (i) Amend its Outbreak Control Plan to include local information. [The Standard - 13.1]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
13.7 (ii) Amend and fully implement its documented procedure for investigation of infectious diseases to include the method for cross referencing common notifications to identify the source and the follow up of implicated food establishments. [The Standard -13.2]	Blue	Completed.		
13.7 (iii) Ensure that all records relating to the control and investigation of outbreaks and food related infectious disease are kept for at least 6 years. [The Standard -13.3]	Blue	Completed.		
14.5 (i) Further develop the documented procedure for initiating and responding to food alerts. The procedure shall include arrangements for receiving food alert notifications out- of hours. [The Standard – 14.1]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
15.19 (i) Review and amend its enforcement policy to include criteria for the use of all available food enforcement options and reference to the Primary and Home Authority Schemes. [The Standard – 15.1]	Blue	Include the criteria for the use of all enforcement options (including legal notices) and include reference to the Home Authority scheme. Approve the amended enforcement policy.	The policy has been reviewed and updated to include the criteria for all enforcement options and the Home Authority scheme and has been approved.	Completed.
15.19 (ii) Set up, maintain and implement documented enforcement procedures for follow up and enforcement actions in accordance with the Food Law Code of Practice and official guidance. [The Standard - 15.2]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	
<p>15.19 (iii) Ensure that food hygiene enforcement is carried out in accordance with the Food Law Code of Practice and centrally issued guidance, and ensure all decisions on enforcement action are made following consideration of the authority's Enforcement Policy. Document the reasons for any departure from the criteria set-out in the Enforcement Policy. [The Standard - 15.3 and 15.4]</p>	<p>Green</p>	<p>Ensure suitable frequency of checks to ensure business does not operate whilst voluntary closure remains in place. Ensure that voluntary surrender agreements include the time, place and method of destruction of the food. Include a statement / agreement for the owner to pay the reasonable expenses of destruction or disposal of the food. Ensure that further enforcement decisions in relation to premises that have been closed are made following consideration of the authority's Enforcement Policy. Document the reasons for any departure from the criteria set-out in the Enforcement Policy.</p>	<p>Improvements in relation to voluntary closure compliance checks.</p> <p>No voluntary surrender issued so remains partially untested.</p>	<p>Ensure that voluntary surrender agreements include the time, place and method of destruction of the food. Include a statement / agreement for the owner to pay the reasonable expenses of destruction or disposal of the food.</p> <p>Ensure that further enforcement decisions in relation to premises that have been closed are made following consideration of the authority's Enforcement Policy. Document the reasons for any departure from the criteria set-out in the Enforcement Policy.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
<p>16.8 (i) Maintain up to date, accurate records in a retrievable form on all relevant food establishments in accordance with the Food Law Code of Practice and centrally issued guidance. These records should include food registration and approval information, reports of all interventions / inspections, the determination of compliance with legal requirements made by the officer and details of action taken. The authority should also record, with reasons, deviations from set procedures. [The Standard – 16.1] (Food Hygiene)</p>	Blue	<p>Ensure that the core elements of a business’s HACCP are consistently retained, that registration forms are available and timescales for compliance are provided within inspection reports.</p> <p>Ensure that photographs / digital images and labels and commercial documents bearing the identification mark are stored on approved premises files (where appropriate).</p>	<p>Files selected included up to date registration forms and records of the businesses HACCP were being retained.</p> <p>Inspection reports were sent out within the correct time frame.</p> <p>Approval files contained photographs of the premises and the premises identification marks on finished products.</p>	Completed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
<p>16.14 (i) Maintain up to date, accurate food standards records on food establishment files including reports of all interventions/inspections, the determination of compliance with legal requirements made by officers, details of action taken where non-compliance is identified and details of any enforcement action taken. The authority should also record, with reasons, deviations from set procedures. [The Standard – 16.1] (Food Standards)</p>	<p>Blue</p>	<p>Ensure that documents and other records examined are consistently recorded and that timescales for compliance are provided.</p>	<p>Records observed during an inspection were recorded on file.</p> <p>Where applicable, the timescale for compliance was set out within the inspection report.</p>	<p>Completed.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
19.9 (i) Revise and fully implement documented internal monitoring procedures to improve the qualitative assessment of the full range of food hygiene and food standards activities. [The Standard – 19.1]	Green	Ensure the internal monitoring procedure is fully implemented to improve the qualitative assessment of the full range of food hygiene and standards activities.	Documented internal monitoring procedure partly implemented with regards to officer authorisation interventions and some reactive work.	Further implement the internal monitoring system to fully include sample follow up, infectious disease investigations and database checks.
19.9 (ii) For food hygiene and food standards, verify its conformance with the Standard, relevant legislation, the Food Law Code of Practice, centrally issued guidance and the authority's documented policies and procedures. [The Standard – 19.2]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
Food Hygiene Rating Scheme audit actions relating to service planning.	Blue		Unrated premises prioritised in accordance with guidance	Completed.
Food Hygiene Rating Scheme audit actions relating to intervention procedures.	Blue		Intervention procedures amended	Completed.
Food Hygiene Rating Scheme audit actions relating to inspection reports.	Blue		Reports contained full validity information	Completed.
Food Hygiene Rating Scheme audit actions relating to enforcement.	Amber		Enforcement policy updated to include reference to Council premises.	Ensure enforcement is escalated appropriately in relation to repeat breaches of FHRs display requirements and that multiple informal warnings are no longer issued.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
Food Hygiene Rating Scheme audit actions relating to internal monitoring.	Blue		Internal monitoring includes safeguard issued checks and consistency exercises	Completed.

Summary.

Total Recommendations	33
Completed	27
Good Progress	3
Limited Progress	3
No action	0
Total Outstanding	6