

Annex 2

Action Plan for Gwynedd County Council

Audit Date: 22nd – 26th February 2016,

Follow up Visit: 28th February - 1st March 2018.

Audit Visit Date: 2nd – 3rd 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>3.20 (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>Amber</p>	<p>Commitments for the interventions programmes for Category E food hygiene and Category C food standards must be in accordance with the Food Law Code of Practice. Where there is carry over from the previous year this should be reflected in the interventions programme. The cost allocation for legal action should be provided. A breakdown of the resource demand should be provided along with the overall comparison between available and required resource; in accordance with the Service Planning Guidance.</p>	<p>Carry over from the previous year has been set out and included in the current interventions programme.</p>	<p>Commitments for the interventions programmes for Category E food hygiene and Category C food standards must be in accordance with the Food Law Code of Practice. The cost allocation for legal action should be provided. A breakdown of the resource demand should be provided along with the overall comparison between available and required resource; in accordance with the Service Planning Guidance.</p>

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
3.20 (ii) Ensure the performance review based on the previous years' Service Plan is submitted for approval to the relevant member forum or senior officer. [The Standard – 3.2]	Red	Ensure Service Plan review is submitted for approval at the correct level within the authority, in accordance with the Standard.		Ensure Service Plan review is submitted for approval at the correct level within the authority, in accordance with the Standard.
5.10 (i) Review and amend its authorisations to ensure officers are appropriately authorised under all relevant legislation and ensure officer competency assessments are documented. [The Standard – 5.1]	Green	Authorisations require further review to ensure all required legislation is included.	Country of origin of certain meats (Wales) regulations have been added to relevant officers authorisations.	Ensure that person(s) delegated to authorise officers are delegated powers to authorise officer under all relevant legislation including Country of origin of certain meats (Wales) regulations.
5.10 (ii) Ensure officers with specialist knowledge are appointed to have lead responsibility for food hygiene and food standards legislation. [The Standard – 5.2]	Blue	Completed.		
5.10 (iii) Ensure an appropriate number of authorised officers are appointed to deliver food hygiene and food standards official controls in accordance with the Food Law Code of Practice. [The Standard – 5.3]	Red	The authority should ensure an appropriate number of authorised officers are appointed.	Further shortfalls in available available FTE's.	The authority should ensure an appropriate number of authorised officers are appointed.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
5.10 (iv) 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	The authority should ensure that officers who require it, should be provided with suitable HACCP training. The authority should consider the availability of training from all possible sources.	Relevant officers had attended HACCP training provided by the FSA.	Completed.
5.10 (v) Maintain records of relevant academic or other qualifications for authorised food hygiene officers. [The Standard – 5.5]	Blue	Completed.		
7.26 (i) Ensure that food hygiene 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.	Recovery in progress however shortfalls in FTE and budget cuts indicate recovery is likely to go backwards.	Ensure all businesses receive an appropriate intervention at the correct frequency.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
7.26 (ii) Carry out food hygiene interventions / inspections in accordance with the Food Law Code of Practice, centrally issued guidance, and its procedures [The Standard – 7.2]	Green	Ensure registration forms are date stamped and the process of conditional approval are correctly undertaken in accordance with the Food Law Code of Practice and centrally issued guidance.	Registration forms date stamped.	Ensure the process for conditional approvals is in accordance with requirements.
7.26 (iii) Fully assess the compliance of establishments in its area to the legally prescribed standards. [The Standard -7.3]	Green	Ensure thorough assessments consistently undertaken in relation to incoming ID marks and imported foods.	Where applicable ID mark and imported food assessment undertaken in approved premises.	Ensure thorough assessments consistently undertaken in relation to incoming ID marks and imported foods in registered premises.
7.26 (iv) Ensure that the documented procedures are reviewed and amended in relation to local procedures for AES and specific database instructions for recording approved establishments. [The Standard -7.4]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
7.26 (v) Ensure that observations made and data obtained in the course of a food hygiene inspection are recorded in a timely manner to prevent loss of relevant information. [The Standard – 7.5]	Green	Ensure records consistently reflect thorough assessment in relation to incoming ID marks and imported foods. Ensure any AES records are maintained in accordance with the procedure.	Observation records reflect assessments in approved establishments. AES not currently undertaken.	Ensure records consistently reflect thorough assessments in relation to incoming ID marks and imported foods in registered premises. Ensure any AES records are maintained in accordance with the procedure.
7.46 (i) Ensure that food standards 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.	Recovery in progress however shortfalls in FTE and budget cuts indicate recovery is likely to go backwards.	Ensure all businesses receive an appropriate intervention at the correct frequency.
7.46 (ii) Carry out food standards interventions / inspections including alternative enforcement strategies and registration of establishments in accordance with the Food Law Code of Practice and centrally issued guidance. [The Standard - 7.2]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
7.46 (iii) Assess the compliance of establishments in its area to the legally prescribed standards. [The Standard – 7.3]	Amber	Ensure thorough assessments consistently undertaken in relation to composition, labelling and traceability.	Some evidence of thorough assessments.	Ensure thorough assessments consistently undertaken in relation to composition, labelling and traceability.
7.46 (iv) Amend the AES procedures to provide guidance on who should undertake and review information collected during an alternative enforcement strategy [The Standard 7.4].	Blue	Completed.		
7.46 (v) Ensure that observations made and / or data obtained in the course of a food standards intervention/inspection are recorded in a timely manner to prevent the loss of relevant information. [The Standard – 7.5]	Amber	Ensure records consistently reflect thorough assessment in relation to composition, labelling and traceability.	Some evidence of thorough assessments.	Ensure records consistently reflect thorough assessment in relation to composition, labelling and traceability.
8.8 (i) Amend its complaints procedure to include information on target response times that have been agreed for food standards complaints. [The Standard - 8.1]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
8.8 (ii) Ensure that complaints received are investigated in accordance with local procedures to include target response times, taking of appropriate action and informing complainant of the outcome of completed investigations. [The Standard – 8.2]	Blue	Completed.		
9.6 (i) Ensure it liaises with the Primary, Home or Originating authorities in relation to offences identified during interventions and unsatisfactory samples. [The Standard – 9.1, 9.4 & 9.6]	Green	Ensure, unsatisfactory sample results and offences identified during interventions are brought to the attention of other relevant authorities.	Evidence of liaison with Primary Authority about offences identified during interventions. FH samples audited were not part of a primary authority. This element remains untested.	Ensure liaison takes place with home and originating authorities about offences identified during interventions and unsatisfactory FH results.
11.4 (i) Ensure food hygiene and risk rating data and due inspection dates for food hygiene and food standards are correctly entered and accurately maintained on the authority's database. [The Standard – 11.1]	Green	Ensure risk rating elements relating to significant risk and vulnerable group / food type scores are consistently applied and due date errors are further reduced.	Due date errors had significantly reduced. No errors relating to longer due dates were found.	Ensure risk rating elements relating to significant risk and vulnerable group / food type scores are consistently applied.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
12.10 (i) Amend and implement its documented sampling policy to include out of hours sampling and shellfish bed sampling arrangements and ensure its sampling programme includes details in relation to shellfish bed sampling. [The Standard – 12.4]	Blue	Completed.		
12.10 (ii) Amend its procedures to include the procurement or purchase of solid/frozen and liquid/bulk food for both microbiological examination and food standards analysis. With respect to microbiological examination, amend its procedure to include shellfish bed sampling and the formal notification of sampling results. [The Standard – 12.5]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
12.10 (iii) Take appropriate action in accordance with its Enforcement Policy where sample results are not considered to be satisfactory. [The Standard – 12.7]	Green	Ensure unsatisfactory microbiological samples are correctly notified to the registered food business operator. Ensure appropriate enforcement action is undertaken in relation to unsatisfactory food standards samples.	Improvements in following up unsatisfactory microbiological samples and the timely follow up of unsatisfactory food standards samples. No food standards samples were taken within scope of the audit. This element of the recommendation was therefore untested.	Ensure unsatisfactory microbiological samples are correctly notified to the registered food business operator. Ensure appropriate enforcement action is undertaken in relation to unsatisfactory food standards samples.
13.11 (i) Amend the procedure for investigation of sporadic cases of food related infectious disease to ensure that all notifications are investigated in accordance with centrally issued guidance and ensure that the procedure is fully implemented. [The Standard -13.2]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
15.20 (i) Review and amend its enforcement policy to include details of its arrangements for ensuring compliance with food hygiene and food standards requirements in establishments where it is the food business operator and reference to the Primary and Home Authority Schemes. [The Standard – 15.1]	Amber	Finalise and approve the amended draft enforcement policy.	A finalised enforcement policy is in place.	Ensure that the enforcement policy has been approved in line with the Authority’s scheme of delegation.
15.20 (ii) Amend its documented enforcement procedures for improvement notices, remedial action notices and detention and seizure in accordance with the Food Law Code of Practice and official guidance and document its procedure for undertaking simple cautions and prosecutions. [The Standard -15.2]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
15.20 (iii) Ensure that food hygiene enforcement including Remedial Action Notices and Hygiene Improvement Notices are carried out in accordance with the Food Law Code of Practice, centrally issued guidance and local procedures. [The Standard - 15.3]	Amber	Ensure records of service of HINs and RANs are consistently clear as to the method of service and meet legal requirements and that checks on compliance are consistently timely. Ensure voluntary surrender agreements include time and method of destruction and records of destruction of food include the method used.	Record of service for HINs and RANs occasionally maintained and records of timely checks on compliance sometimes available. Records of destruction of unsafe food lacking in information and detail.	Ensure records of service of HINs and RANs are consistently clear as to the method of service and meet legal requirements and that checks on compliance are consistently timely. Ensure voluntary surrender agreements include time and method of destruction and records of destruction of food include the method used.
15.20 (iv) Ensure all decisions on enforcement action are made following consideration of its Enforcement Policy. The reasons for any departure from the criteria set out in the enforcement policy shall be documented. [The Standard - 15.4]	Amber	Ensure enforcement is appropriately escalated following food standards interventions and samples.	Limited evidence of escalation of food standards offences arising during interventions. No unsatisfactory samples available for examination.	Ensure enforcement is appropriately escalated following food standards interventions and samples.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
16.8 (i) Ensure that up to date food business registration forms are maintained and retrievable and that the contents of establishment files for approved premises are reviewed to ensure that they contain relevant documentation as required by Annex 10 of the Food Law Code of Practice. [The Standard – 16.1]	Blue	Completed.		
16.15 (i) Ensure that food business registration forms are maintained and retrievable, that businesses are provided with reports following an intervention / inspection and that food standards reports contain all the information required by Annex 6 of the Food Law Code of Practice. [The Standard – 16.1]	Blue	Ensure record of person seen and a clear distinction between legal requirements and recommendations are consistently included in reports.	Record of person seen now being consistently reported and a clear distinction between legal requirements and recommendations being made.	Completed.
16.15 (ii) Ensure that records of food standards interventions are kept for at least 6 years. [The Standard – 16.2]	Blue	Completed.		

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
19.10 (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]	Blue	Completed.		
19.10 (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]	Amber	Ensure records of internal monitoring reflect full extent of monitoring activity including qualitative aspects of AES, service requests, infectious disease investigations, sample follow up investigations.	Some aspects of work including inspection information and service request dates being looked at to produce reports to senior management on service delivery. Limited information documented.	Ensure records of internal monitoring including feedback reflect full extent of monitoring activity including qualitative aspects of AES, service requests, infectious disease investigations, sample follow up investigations.
Food Hygiene Rating Scheme audit actions relating to service planning.	Red			Ensure that the service plan includes a projection on the number of unrated due, unrateds are being prioritised in line with the PG and that it includes a plan to address outstanding interventions in accordance with the Service Planning Guidance.

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Food Hygiene Rating Scheme audit actions relating to intervention data.	Green		<p>Due dates errors significantly reduced.</p> <p>Small number of CiM and sig risk scores inconsistencies corrected during the audit.</p> <p>Some confidence in management ratings consistent with available compliance track record information.</p> <p>FHRS action point relating to due inspections completed closed to avoid duplication of open rec 7.26 (i).</p>	Ensure confidence in management ratings consistently reflect the track record of businesses.

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	STATUS	PREVIOUSLY OUTSTANDING	PROGRESS TO DATE	OUTSTANDING
Food Hygiene Rating Scheme audit actions relating to intervention & enforcement procedures.	Green		Interventions procedures amended. Procedures provided for all FHRS enforcement options.	Further amend intervention / enforcement procedures and aide memoires to address outstanding FHRS audit findings to include: <ul style="list-style-type: none"> - method of prioritising unrated premises, based on risk. - Aide-memoire G and Approval form 3 fields for all entrance checks and no. of entrances - Service of notices / formal enforcement in Council premises.
Food Hygiene Rating Scheme audit actions relating to inspection reports.	Green		Full information on re-rating costs now included in all letters.	Ensure reports and notifications of the rating are consistently made to the food business operator within the appropriate timescale.
Food Hygiene Rating Scheme audit actions relating to internal monitoring	Blue		Safeguard information pre-populated in inspection reports and checked as part of internal monitoring.	Completed.

Summary.

Total Recommendations	39
Completed	17
Good Progress	10
Limited Progress	9
No action	3
Total Outstanding	22