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Food Standards Agency Audit of Local Authority Official Controls and Food Business Operator Controls in Approved Establishments

Cyngor Ceredigion Council

10 – 12 November 2009

Foreword

Audits of local authority food law enforcement services are part of the Food Standards Agency Wales arrangements to improve consumer protection and confidence in relation to food. These arrangements recognise that the enforcement of UK food law relating to food safety, hygiene, composition, labelling, imported food and feedingstuffs is largely the responsibility of local authorities. These local authority regulatory functions are principally delivered through their Environmental Health and Trading Standards Services.

The attached audit report examines the official controls implemented in approved establishments by the Local Authority's Food Law Enforcement Service. The audit assessments included the Authority's policies, organisation and management and local arrangements for implementation of official controls in approved dairy, meat products and fish and shellfish establishments.

Agency audits assess local authorities' conformance against the Food Law Enforcement Standard ("The Standard"), which was published by the Agency as part of the Framework Agreement on Local Authority Food Law Enforcement. The Framework Agreement and the audit protocols are available on the Agency's website at: www.food.gov.uk/enforcement/auditandmonitoring

The main aim of the audit scheme is to improve and maintain consumer protection and confidence by ensuring that local authorities are providing an effective food law enforcement service. The scheme also provides the opportunity to identify and disseminate good practice and information to inform Agency policy on food safety.

The report contains some statistical data on food law enforcement activities undertaken by the Authority. The Agency's website contains enforcement activity data for all UK local authorities and can be found at: www.food.gov.uk/enforcement/auditandmonitoring

The report also contains an action plan, prepared by the Authority, to address the audit findings.

A glossary of technical terms used within the audit report can be found at Annex C.

CONTENTS

	Page
Foreword	1
1.0 Introduction	3
Background and Scope of the Audit	3
2.0 Executive Summary	5
3.0 Audit Findings	7
3.1 Organisation and Management	7
3.2 Review and Updating of Documented Policies and Procedures	7
3.3 Authorised Officers	8
3.4 Food Premises Database	9
3.5 Approved Establishment Inspections	10
3.6 Food and Food Premises Complaints	10
3.7 Food Safety Incidents	11
3.8 Enforcement	11
3.9 Food Sampling	12
3.10 Records and Inspection Reports	12
3.11 Internal Monitoring	13
4.0 Annex	
A. Action Plan	14
B. Audit Approach/Methodology	18
C. Glossary	19

1.0 Introduction

1.1 Background and Scope of the Audit

- 1.1.1 This report records the results of an audit of Cyngor Ceredigion Council. The Authority was one of ten authorities selected for the audit programme of local authority official controls and food business operator controls in approved establishments being undertaken between September 2009 and March 2010. The Authority was selected for audit on the basis that it had 15 approved establishments matching the profile of this focused audit. In addition the Agency wrote in January 2009 requesting copies of documentation relating to all food establishments approved by the Authority under the provisions of Regulation (EC) No 853/2004. Much of the documentation was not available at the time of the request and numerous attempts were made by the Agency to obtain all relevant documents from the Authority.
- 1.1.2 The audit was carried out under relevant headings of the Food Standards Agency Food Law Enforcement Standard and the report has been made publicly available on the Agency's website at: www.food.gov.uk/enforcement/auditandmonitoring. Hard copies are also available from Food Standards Agency Wales, 11th Floor, Southgate House, Wood Street, Cardiff CF10 1EW.
- 1.1.3 The power to set standards, monitor and audit local authority food law enforcement services was conferred on the Food Standards Agency by the Food Standards Act 1999 and the Official Feed and Food Controls (Wales) Regulations 2007. This audit of official controls implemented by Cyngor Ceredigion Council's food service was undertaken under section 12(4) of the Act and Regulation 7 of the Regulations.
- 1.1.4 The audit examined the Local Authority's arrangements for implementing official controls at approved establishments, with a focus on approved dairy, meat products and fish and shellfish establishments. In considering the effectiveness of these controls, the audit evaluated the appropriateness of approvals; compliance of the approvals process with legal requirements; the Food Law Code of Practice (Wales) and official guidance; delivery of routine official controls in approved establishments; the reactive elements of the Authority's approved establishments responsibilities and related aspects of the Service.
- 1.1.5 Ceredigion is located in the west of Wales. In the 2001 Census the County was estimated to have a population of around 78,000. It is one of the largest rural counties in Wales having an area of 1795 sq km. Whilst agriculture has traditionally been the main industry in the area, the effects of the decline in farming and the general pressures being

faced by this sector have had serious consequences for the local economy. In recent times, the importance of the area as a tourist destination has increased. The main towns in the County are Aberystwyth, Aberaeron and Cardigan.

- 1.1.6 The Food Service Delivery Plan for 2009/10 identified 1395 food premises on the Authority's premises database, including 15 approved establishments.
- 1.1.7 The on-site element of the audit took place at the Authority's offices, Penmorfa, Aberaeron SA46 0PA between 10 and 12 November 2009 and also included reality checks at 2 approved establishments.

2.0 Executive Summary

- 2.1 The Authority had produced a Food Service Plan for 2009/10 in line with the Service Planning Guidance in the Framework Agreement. The Plan was subject to an annual review when any variance and associated resource issues were addressed.
- 2.2 The Authority did not have a documented procedure for the authorisation of officers. However, with one exception, officers had been appropriately authorised for the enforcement work they were undertaking.
- 2.3 The Authority had not reviewed a number of its documented policies and procedures for the enforcement activities covered by the Standard.
- 2.4 The Authority did not have a documented training programme, however, training needs were considered during annual performance interviews.
- 2.5 The Authority did not have a documented procedure for the range of inspections it carries out – including approved establishments.
- 2.6 The Authority had developed inspection pro-formas and aides memoire for inspections of approved establishments. In general they captured all the information required for a comprehensive assessment of the premises to be undertaken.
- 2.7 The Authority had produced a sampling policy for 2009/10 and also had a sampling programme for the same period. The programme included sampling from approved establishments.
- 2.8 The Authority did not have a documented internal monitoring procedure, and Auditors found no evidence of any recorded formal internal monitoring being undertaken.
- 2.9 The Authority was effectively carrying out its official controls at the 2 establishments visited and had developed a supportive working relationship with the food business operators.

2.10 The Authority's Strengths:

Approved Premises Records and Inspection Reports

- 2.10.1 Approved premises records and inspection reports were well organised, comprehensive and well ordered. Records were easily retrievable and

legible and kept in chronological order. All relevant information as required by Annex 12 of the Food Law Code of Practice (Wales) was contained within the files.

2.11 The Authority's Key Areas for Improvement:

Documented Policies and Procedures

- 2.11.1 The Authority did not have documented policies and procedures for the following areas of food enforcement work:

Authorisation of officers

Food premises inspections (including approved establishments)

Control system for all documentation relating to its enforcement activities

Authorised Officers

- 2.11.2 The Authority did not have a documented policy for the authorisation of officers. In one instance the authorisation of an officer was inappropriate. The Auditors were not provided with evidence to demonstrate the training, and qualifications of the contractor used by the Authority to undertake official controls in food premises, including approved establishments. In addition not all staff had undertaken the required 10 hours per year of food related training as required by the Food law Code of Practice (Wales).

Internal Monitoring

- 2.11.3 The Authority did not have written procedures for internal monitoring and the auditor found little evidence that appropriate internal monitoring was being undertaken.

3.0 Audit Findings

3.1 Organisation and Management

- 3.1.1 Food law enforcement was undertaken within the Food and Safety Section of the Authority's Environmental Services and Housing Directorate. The Food and Safety Section is responsible for the enforcement of food safety, health and safety at work (at both food and non-food premises) and communicable disease control together with some animal health work as required.
- 3.1.2 The Acting Principal Environmental Health Officer was the nominated lead officer with responsibility for food safety which included responsibility for approved establishments. The Team had, until just before the audit, been led by an experienced Principal Officer who was also the lead officer for food safety. The Officer had retired and the Authority was undergoing a service review as part of a wider restructuring exercise. As a temporary arrangement an Acting Principal Officer had been appointed.
- 3.1.3 The Authority had produced a Food Service Plan for 2009/10 in accordance with the Service Planning Guidance in the Framework Agreement which had been appropriately endorsed by the relevant Cabinet Member Forum. The Plan was subject to an annual review when any variance and associated resource issues would be addressed.
- 3.1.4 The aim of the service, as stated in the Food Service Plan 2009/10 was:
"to strive to ensure that all food and drink intended for human consumption which is produced, prepared, stored, distributed, handled or consumed within the County is without risk to the health and safety of the consumer and conforms with recognised quality standards".
- 3.1.5 The Plan confirmed that one of the objectives was to inspect all food premises and businesses in accordance with the adopted risk assessment and re-inspection programmes in accordance with the Food Law Code of Practice (Wales).
- 3.1.6 The Plan indicated that there were 15 establishments approved under Regulation (EC) No 853/2004. Details of the 15 establishments concur with the information held by the Agency.
- 3.1.7 The Authority's food law service was provided from 3 offices in the County – Aberaeron, Aberystwyth and Cardigan. Auditors found that

there was good liaison between officers from the 3 offices and regular team meetings assisted in discussions on consistency.

3.2 Review and Updating of Documented Policies and Procedures

3.2.1 The Authority had not reviewed a number of its documented policies and procedures for the enforcement activities covered by The Standard.

3.2.2 The Authority had not set up and maintained a control system for all documentation relating to its enforcement activities, and not all its procedures were up to date. For example, the procedure on Emergency Prohibition Notices referred to legislation which had been superseded in 2006 and some references in the sampling policy needed to be updated.

Recommendations

3.2.3 The Authority shall:

- (i) Ensure that all documented policies and procedures for each of the enforcement activities covered by The Standard are reviewed. [The Standard – 4.1]
- (ii) Set up, maintain and implement a control system for all documentation, which may be in electronic format, relating to its enforcement activities. [The Standard – 4.2]

3.3 Authorised Officers

3.3.1 The Authority had a policy for the delegation of authority to its officers. The Authority had delegated the authorisation of officers in the Food and Safety section team to the Director of Environmental Services and Housing and to the Assistant Director for Environmental Services.

3.3.2 The Authority did not have a documented procedure for the authorisation of officers. However, with one exception, officers had been appropriately authorised for the enforcement work they were undertaking.

- 3.3.3 A review of officers' training records indicated that 3 of the 7 officers had not undertaken the required 10 hours of appropriate food related training as required by the Food Law Code of Practice (Wales).
- 3.3.4 The Authority did not have a documented training programme. However, training needs were considered during performance interviews. Auditors undertook a review of personal performance records of staff involved in enforcement in approved establishments and noted that training needs had been recorded however relevant training had not followed in all cases.
- 3.3.5 Following the recent retirement of the Principal Environmental Health Officer, as a matter of contingency, the Authority had appointed an Acting Principal Officer Environmental Health Officer who was also taking on the role of lead officer for food hygiene. The officer did not have up to date specialist knowledge in food hygiene as required by the Food Law Code of Practice (Wales). Auditors were advised that the Acting Principal Environmental Health Officer assumed all management responsibilities for the team, but that an experienced member of the team would lead on food safety issues pending completion of a wider review.
- 3.3.6 Auditors did not find evidence of the qualifications, experience and training of the contractor used by the Authority to undertake official controls in food premises, including approved establishments. However, this information was subsequently provided and was found to be in order.

Recommendations

- 3.3.7 The Authority shall:
- (i) Set up, maintain and implement a documented procedure for the authorisation of officers, including any contractors used by the Authority, based on their qualifications and competence and in accordance with the Food Law Code of Practice (Wales).
[The Standard – 5.1]
 - (ii) Appoint an officer with appropriate specialist knowledge to have lead responsibility for food hygiene legislation. [The Standard – 5.2]

(iii)

Appoint authorised officers, including contractors, to carry out the work set out in the approved service delivery plan. These officers shall have suitable qualifications, training and experience consistent with their authorisation and duties in accordance with the Food Law Code of Practice (Wales). [The Standard – 5.3]

(iv)

Set up, maintain and implement a documented training programme. The Authority shall ensure the training of all authorised officers and appropriate support staff in the technical and administrative aspects of the work in which they will be involved. [The Standard – 5.4]

3.4 Food Premises Database

3.4.1 A review of records of the approved establishments was conducted using the Authority's electronic database. The information was consistent with that contained in the paper files. No other database checks were carried out.

3.4.2 Auditors were unable to find any evidence that the Authority had set up, maintained and implemented a documented procedure to ensure that its food premises database was up to date.

Recommendation

3.4.3 The Authority shall:

Set up, maintain and implement a documented procedure to ensure that its food premises database is accurate and up to date.
[The Standard – 11.2]

3.5 Approved Establishment Inspections

3.5.1 The Authority did not have a documented inspection procedure for the range of food premises inspections it carries out – including approved establishments.

- 3.5.2 Approved premises inspections were undertaken in accordance with the risk rating of the premises and in accordance with the Food Law Code of Practice (Wales).
- 3.5.3 The inspection pro-formas and aides memoire used during the inspection of approved establishments were comprehensive and captured all the information required for an assessment of the establishment to be undertaken.
- 3.5.4 Approval information supplied on the pre-visit questionnaire was consistent with the information held by the Agency.
- 3.5.5 Auditors made joint visits with the Authority's officers to two approved establishments. The purpose of the visits was to verify the information gathered from file records checks and officer interviews and to assess the official controls implemented by the Authority at the establishments. The visits confirmed that the approvals had been correctly issued and covered all relevant business activity. It was also confirmed that the Authority was effectively carrying out its official controls at the establishments and had developed a supportive working relationship with the food business operators.

Recommendation

- 3.5.6 The Authority shall:
Set up, maintain and implement documented inspection procedures for the range of inspections it carries out. [The Standard – 7.4]

3.6 Food and Food Premises Complaints

- 3.6.1 The Authority had developed and implemented a documented procedure for the investigation of food complaints relating to both food and food premises.
- 3.6.2 Auditors did not find any evidence of complaints relating to food hygiene in the 6 approved establishment files reviewed.

3.7 Food Safety Incidents

- 3.7.1 The Authority had set up, maintained and implemented a documented procedure for initiating and responding to food alerts.
- 3.7.2 A review of the 6 approved establishment files did not identify any food incidents that necessitated a report to the Agency.
- 3.7.3 The Authority had a Food Hazard Warning procedure. However, the procedure needs to be updated to reflect the current position on Food Alerts – Food Alert for Information (FAFI) and Food Alert for Action (FAFA).

Recommendation

3.7.4 The Authority shall:

Update and maintain its documented procedure for initiating and responding to food alerts in accordance with the Food Law Code of Practice (Wales). [The Standard – 14.1]

3.8 Enforcement

- 3.8.1 The Authority had developed a draft Enforcement and Prosecution Policy for officers undertaking enforcement in food premises (including approved establishments). The draft policy was in accordance with the Food Law Code of Practice (Wales) and other official guidance. However it had not been approved by the appropriate member forum.
- 3.8.2 The Authority was undertaking food law enforcement in its approved establishments in accordance with its own draft enforcement policy and the Food Law Code of Practice (Wales) and other official guidance. From the 6 establishment files checked enforcement action was appropriate and letters to the food business operator clearly distinguished between legal requirements and recommendations as to good practice.

- 3.8.3 Auditors were advised that internal reviews of enforcement are undertaken on a quarterly basis during a quarterly review of the Business Unit Plan, although this was not part of an official. Internal monitoring process.

Recommendation

- 3.8.4 The Authority shall:

Set up, maintain and implement a documented enforcement policy, in accordance with the Food Law Code of Practice (Wales), the Enforcement Concordat and other official guidance. The current draft policy requires approval by the relevant local authority member forum. [The Standard – 15.1]

3.9 Food Sampling

- 3.9.1 The Authority had developed a sampling policy for the microbiological examination of food, together with a sampling programme for 2009/10. A number of references in the policy needed updating.
- 3.9.2 The Authority's sampling programme indicated that sampling was to be undertaken at its approved establishments and that the Authority was also involved in the Welsh Food Microbiological Forum's shopping basket sampling initiative.
- 3.9.3 From the approved establishment files reviewed, samples had been taken by an appropriately authorised officer and sample results had been notified to the food business operator. Appropriate follow up action had been undertaken by the Authority when unsatisfactory sample results had been received.

3.10 Records and Inspection Reports

- 3.10.1 The Authority's records which related to approved establishments were stored utilising both paper based and electronic database filing

methods. File records of 6 of the Authority's approved establishments were examined by the auditors. The files were detailed, comprehensive and well ordered. In general the files contained all the up to date information as required by Annex 12 of the Food Law Code of Practice (Wales).

- 3.10.2 From the 6 approved establishments files reviewed auditors found evidence that officers had assessed compliance with HACCP principles during the inspections/interventions, and that appropriate action had been taken where required.
- 3.10.3 The post inspection/intervention report form did not contain all the information as detailed in Annex 6 of the Food Law Code of Practice (Wales). The name of the food business operator, address of the local authority and contact details of a senior officer were missing from the format.

Recommendation

- 3.10.4 The Authority shall:

Ensure that the post inspection report contains all the necessary information as required by Annex 12 of the Food Law Code of Practice (Wales). [The Standard – 16.1]

3.11 Internal Monitoring

- 3.11.1 The Authority did not have a documented internal monitoring policy and auditors were unable to find any records of internal monitoring being undertaken.
- 3.11.2 From the approved premises files reviewed there were records that ad hoc joint inspections had been undertaken, although there was no

reference to the joint inspections being part of a structured internal monitoring programme.

3.11.3 There was evidence of informal internal monitoring included in the following :

- Monitoring performance through quarterly member forum meetings
- Team meetings to discuss issues of interpretation

Recommendations

3.11.3 The Authority shall:

- (i) Set up, maintain and implement documented internal monitoring procedures in accordance with the Food Law Code of Practice (Wales) and centrally issued guidance. [The Standard – 19.1]
- (ii) Record all internal monitoring. This should be kept for at least 2 years. [The Standard – 19.3]

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ANNEX A

ACTION PLAN FOR: CEREDIGION COUNTY COUNCIL

Audit Date: 10 – 12 November 2009

IMPROVEMENTS PLANNED	BY DATE	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH	COMMENTS
1. Complete review of existing policies and procedures undertaken	31/03/2010	3.2.3 (i) The Authority shall ensure that all documented policies and procedures for each of the enforcement activities covered by The Standard are reviewed. [The Standard – 4.1]	CCC has signed up to use the Environmental Health Management Service (EHMS) who will ‘host’ local policies/procedures as well as take responsibility for maintaining national procedures and other documents. All enforcement officers have password access to this web based Service. A review and update of all existing policies/procedures will be undertaken.
2. Develop, agree and implement a Document Control Procedure	30/06/2010 30/09/2010 on EHMS system	3.2.3 (ii) The Authority shall set up, maintain and implement a control system for all documentation, which may be in electronic format, relating to its enforcement activities. [The Standard – 4.2]	CCC has signed up to use the Environmental Health Management Service (EHMS) who will ‘host’ local policies/procedures as well as take responsibility for maintaining national procedures and other documents. All enforcement officers have password access to this web based Service.
3. Develop, agree and implement documented procedure on	30/06/2010	3.3.7 (i) The Authority shall set up, maintain and implement a	Use of contractor and non-food staff to be included (i.e. those involved in

IMPROVEMENTS PLANNED	BY DATE	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH	COMMENTS
authorisation of officers.	30/09/2010 on EHMS system	documented procedure for the authorisation of officers, including any contractors used by the Authority, based on their Qualifications and competence and in accordance with the Food Law Code of Practice (Wales). [The Standard – 5.1]	emergency cover).
4. Review of post undertaken and successful appointment to the post Principal Officer for Food Safety and Animal Health completed	31/05/2010	3.3.7 (ii) The Authority shall appoint an officer with appropriate specialist knowledge to have lead responsibility for food hygiene legislation. [The Standard – 5.2]	Interim arrangements have already been put in place. Following a review of the post, an advertisement will be placed in early January 2010 for a replacement lead officer.
5. Review of training needs of authorised food enforcement officers undertaken	30/04/2010	3.3.7 (iii) The Authority shall appoint authorised officers, including contractors, to carry out the work set out in the approved service delivery plan. These officers shall have suitable qualifications, training and experience consistent with their authorisation and duties in accordance with the Food Law Code of Practice (Wales). [The Standard – 5.3]	Training records for contractor to be included. When/if contractors are employed in the future, prior to their authorisation, evidence will be obtained that they have met the minimum 10 hours of appropriate food related training.

IMPROVEMENTS PLANNED	BY DATE	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH	COMMENTS
6. Develop, agree and implement a documented training programme for all staff involved in food interventions and updating APP as part of the food enforcement service.	30/06/2010 30/09/2010 on EHMS system	3.3.7 (iv) Set up, maintain and implement a documented training programme. The Authority shall ensure the training of all authorised officers and appropriate support staff in the technical and administrative aspects of the work in which they will be involved. [The Standard – 5.4]	Include staff involved in sampling and emergency cover. Ensure that all officers involved in food related duties receive the requisite CPD food related training throughout the year.
7. Develop, agree and implement a procedure for Database Management	30/06/2010 30/09/2010 on EHMS system	3.4.3 The Authority Shall set up, maintain and implement a documented procedure to ensure that its food premises database is accurate and up to date. [The Standard – 11.2]	Work has already commenced on developing a Database Management procedure will be subsequently be included on the EHMS system and shared with other participating local authorities to enable sharing of policies/procedures and consistency.
8. Develop, agree and implement a Food Safety Intervention procedure as defined within the Food Safety Law Code of Practice (Wales). A procedure will also be developed for dealing with approved premises.	30/06/2010 30/09/2010 on EHMS system	3.5.6 The Authority shall set up, maintain and implement documented inspection procedures for the range of inspections it carries out. [The Standard – 7.4]	Food Safety Intervention procedure will be included on the EHMS system and shared with other participating local authorities to enable sharing of policies/procedures and consistency.
9. Review and agree existing Food Hazard Warning procedure to include legislative and	30/06/2010 30/09/2010 on	3.7.4 The Authority shall update and maintain its documented procedure for initiating and responding to food	Food Hazard and Incident procedure will be included on the EHMS system and shared with

IMPROVEMENTS PLANNED	BY DATE	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH	COMMENTS
procedural changes related to food alerts.	EHMS system	alerts in accordance with the Food Law Code of Practice (Wales). [The Standard – 14.1]	other participating local authorities to enable sharing of policies/procedures and consistency.
10. Ensure existing draft enforcement policy is taken to full council for final ratification.	30/06/2010 30/09/2010 on EHMS system	3.8.4 The Authority shall set up, maintain and implement a documented enforcement policy, in accordance with the Food Law Code of Practice (Wales), the Enforcement Concordat and other official guidance, approved by the relevant local authority member forum. [The Standard – 15.1]	Existing enforcement policy has already been agreed by cabinet, and due to oversight was not finally endorsed by full council. Enforcement policy will thereafter be included on the EHMS system and shared with other participating local authorities to enable sharing of policies/procedures and consistency.
11. Review of post inspection report issued to food business operator will be carried out.	31/03/2010	3.10.4 The Authority shall ensure that the post inspection report contains all the necessary information as required by Annex 6 of the Food Law Code of Practice (Wales). [The Standard – 16.1]	Ensure details related to name of food business operator, address of the local authority and contact details of a senior officer are included.
12. Develop, agree and implement an Internal Monitoring procedure	30/06/2010 30/09/2010 on EHMS system	3.11.4 (i) The Authority shall set up, maintain and implement documented internal monitoring procedures in accordance with the Food Law Code of Practice (Wales) and centrally issued guidance. [The Standard – 19.1]	Work underway. Internal Monitoring procedure will be included on the EHMS system and shared with other participating local authorities to enable sharing of policies/procedures and consistency.

IMPROVEMENTS PLANNED	BY DATE	TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH	COMMENTS
13. Develop proformas to record the implementation of the Internal Monitoring Procedure.	31/03/2010	3.11.4 (ii) The Authority shall record all internal monitoring. This should be kept for at least 2 years. [The Standard – 19.3]	Develop and use Peer Audit, Premises File Audit and Service Satisfaction questionnaire. This work is already underway.

ANNEX B

Audit Approach/Methodology

The audit was conducted using a variety of approaches and methodologies as follows:

(1) Examination of LA policies, procedures and linked documents were examined before and during the audit:

- Food Service Delivery Plan 2009/10;
- Ceredigion Food Sampling Policy and procedure;
- Ceredigion Food Safety Enforcement Policy and related enforcement procedures;
- Food Alerts procedure
- Minutes of Food and Safety Team Meetings

(2) File reviews – the following LA files were reviewed during the audit:

- Approved establishment files;
- Establishment inspection records;
- Officer training records;
- Food complaint records;
- Food sampling records.

(3) Database records

- Food premises database records relating to approved establishments and records of complaints relating to approved establishments.

(4) Officer interviews – the following officers were interviewed:

- Audit Liaison Officer (ALO);
- 1 Officer authorised to inspect approved establishments.

(5) On site verification check:

- Site visit with the Authority's officers to two approved establishments.

ANNEX C

Glossary

Agricultural Analyst	A person holding the prescribed qualifications, who is formally appointed by a local authority to analyse feedingstuffs samples.
Approved premises	Food manufacturing premises that has been approved by the local authority, within the context of specific legislation, and issued a unique identification code relevant in national and/or international trade.
Authorised officer	A suitably qualified officer who is authorised by the local authority to act on its behalf in, for example, the enforcement of legislation.
Best Value	<p>A Government policy which seeks to improve local government performance in the delivery of services to local communities – from education and care for the elderly through to environmental health and road maintenance. Best Value aims to ensure that the cost and quality of these services are of a level acceptable to local people by:</p> <ul style="list-style-type: none">• increasing the role of local people in deciding the priorities for local government services• improving the way authorities manage and review their business• building on the experience and expertise of staff. <p>* In Wales this has recently been replaced by the Wales Programme for Improvement</p>
Border Inspection Post	Point of entry into the UK from non-EU countries for products of animal origin.
Codes of Practice	Government Codes of Practice issued under Section 40 of the Food Safety Act 1990 as guidance to local authorities on the enforcement of food legislation.
Enforcement Concordat	Government guidance setting out principles and procedures of good enforcement which local authorities may adopt. Developed in consultation with businesses, local and central government,

consumer groups and other interested parties. It sets out what businesses and others being regulated can expect from enforcement officers.

Environmental Health Officer (EHO) Officer employed by the local authority to enforce food safety legislation.

Feedingstuffs Term used in legislation to describe feed mixes for farm animals and pet food.

Food Examiner A person holding the prescribed qualifications who undertakes microbiological analysis on behalf of the local authority.

Food Hazard Warnings This is a system operated by the Food Standards Agency to alert the public and local authorities to national or regional problems concerning the safety of food.

Food hygiene The legal requirements covering the safety and wholesomeness of food.

Food standards The legal requirements covering the quality, composition, labelling, presentation and advertising of food, and materials in contact with food.

Framework Agreement The Framework Agreement consists of:

- Food Law Enforcement Standard
- Service Planning Guidance
- Monitoring Scheme
- Audit Scheme

The **Standard** and the **Service Planning Guidance** set out the Agency's expectations on the planning and delivery of food law enforcement.

The **Monitoring Scheme** requires local authorities to submit quarterly returns to the Agency on their food enforcement activities i.e. numbers of inspections, samples and prosecutions.

Under the **Audit Scheme** the Food Standards Agency will be conducting audits of the food law enforcement services of local authorities against the criteria set out in the Standard.

Full Time Equivalents (FTE)	A figure which represents that part of an individual officer's time available to a particular role or set of duties. It reflects the fact that individuals may work part-time, or may have other responsibilities within the organisation not related to food enforcement.
HACCP	Hazard Analysis Critical Control Point – a food safety management system used within food businesses to identify points in the production process where it is critical for food safety that the control measure is carried out correctly, thereby eliminating or reducing the hazard to a safe level.
Home Authority	An authority where the relevant decision making base of an enterprise is located and which has taken on the responsibility of advising that business on food safety/food standards issues. Acts as the central contact point for other enforcing authorities' enquiries with regard to that company's food related policies and procedures.
Improvement Notice	A notice served by an Authorised Officer of the local authority under Section 10 of the Food Safety Act 1990, requiring the proprietor of a food business to carry out suitable works to ensure that the business complies with the requirements of food hygiene or food processing legislation.
Inter Authority Auditing	A system whereby local authorities might audit each others' food law enforcement services against an agreed quality standard.
Member forum	A local authority forum at which Council Members discuss and make decisions on food law enforcement services.
OCD returns	Returns on local food law enforcement activities required to be made to the European Union under the Official Control of Foodstuffs Directive.
Originating Authority	An authority in whose area a business produces or packages goods or services and for which the Authority acts as a central contact point for other enforcing authorities' enquiries in relation to the those products

Port Health Authority	A local authority within whose boundaries there is a point of entry into the UK for imported foods.
Public Analyst	An officer, holding the prescribed qualifications, who is formally appointed by the local authority to carry out chemical analysis of food samples.
Risk rating	A system that rates food premises according to risk and determines how frequently those premises should be inspected. For example, high risk hygiene premises should be inspected at least every 6 months.
Service Plan	A document produced by a local authority setting out their plans on providing and delivering a food service to the local community.
Trading Standards	The Department within a local authority which carries out, amongst other responsibilities, the enforcement of food standards and feeding stuffs legislation.
Trading Standards Officer (TSO)	Officer employed by the local authority who, amongst other responsibilities, may enforce food standards and feeding stuffs legislation.
Unitary Authority	A local authority in which all the functions are combined, examples being Welsh Authorities and London Boroughs. A Unitary Authority's responsibilities will include food hygiene, food standards and feeding stuffs enforcement.