

Completed Action Plan for Hambleton District Council

Audit date: 12 – 13 August 2015

Date Completed: 5 December 2015

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
5.5.3. Review its sampling and complaint procedures to ensure that officers record relevant findings and decisions linked to any actions associated with complaint investigations and of any unsatisfactory food sample results. [The Standard 16.1]	Completed	<ol style="list-style-type: none">1. Implement North Yorkshire Quality system revised working instructions for following areas of work.<ol style="list-style-type: none">a. WP03 – Service Requests (including Food complaints complaints)b. WP09 Samplingc. WP10 Food Poisoningd. WP11 Incidents and Hazards 2. A local work instruction will be produced for each procedure to ensure relevant finding and decisions are recorded on Uniform and information at work. Officers will receive training on the all procedures.	<ol style="list-style-type: none">1. Officers have received Public Health England Training on Sampling and interpreting of results. (2 days)2. North Yorkshire Work Instructions have issued to officers via Knowledge hub.<ol style="list-style-type: none">a) WP03 – Service Requests (including Food complaints complaints)b) WP09 Samplingc) WP10 Food Poisoningd) WP11 Incidents and Hazards3. A Standard Item has been included on the team meeting to discuss incidents and alerts and actions taken.

<p>5.9.4 Review the procedure/work instruction for the investigation of outbreaks and food related disease to provide an effective response to incidents or outbreaks outside normal working hours. [The Standard – 13.1 &13.2]</p>	<p>Completed</p>	<ol style="list-style-type: none"> 1. Review the work instruction for investigation of outbreaks outside normal working hours and detail arrangements for Hambleton. 2. Participate in the corporate out of hour's response arrangements. 3. MOU with North Yorkshire on Out of hour arrangements being considered. 	<ol style="list-style-type: none"> 1. A meeting has been held with the Head of HR to explain the requirements of an out of hour service for Environmental Health Service, in order that it can be included in the Council corporate out of service arrangements.
<p>5.7.3 Review and develop its Sampling Procedure to include suitable links to its alerts and incidents procedure and to provide suitable advice and guidance for officers on appropriate follow up actions based on the hazards identified in the sample results. [The Standard 12.3]</p>	<p>Completed</p>	<ol style="list-style-type: none"> 1. Implement North Yorkshire Quality system and implement local working instructions for following areas of work. <ul style="list-style-type: none"> • WP09 Sampling • WP11 Incidents and Hazards 	<ol style="list-style-type: none"> 1. North Yorkshire Work Instructions have issued to officers via Knowledge hub. <ul style="list-style-type: none"> o WP03 – Service Requests (including Food complaints complaints) o WP09 Sampling o WP10 Food Poisoning o WP11 Incidents and Hazards 2. Officers have received Public Health England Training on Sampling and interpreting of results. (2 days)