Updated Action Plan for London Borough of Haringey

Audit date: 12-13 October 2010

Action Plan updated: 30 January 2012

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.1.8 Ensure that all documented policies and procedures, including those relevant to imported food control activities, are reviewed at regular intervals and whenever there are changes to legislation and centrally issued guidance. [The Standard – 4.1]	30/06/11	Set up scheme to review documented policies and procedures at regular intervals and in response to changes in legislation and centrally issued guidance. All procedures are to be dated, authorised and provided with a scheduled review date.	Completed	Procedure set up, implemented and reviewed. Reviewed procedures are dated, authorised and provided with next scheduled review date.
	30/06/11	Implement a rolling programme of procedure reviews.		The Service has purchased a new computer based system which is aimed at the management of documented policies and procedures and new/amended legislation.
3.1.14 Set up, maintain and implement a documented procedure to ensure that its food premises database is accurate, reliable and up to date. [The Standard –11.2]	30/06/11	Produce and implement a documented procedure to aid maintenance of an accurate, reliable and up to date database. Such a procedure will include periodic audits of food establishments and utilise intelligence obtained from external and internal agencies.	Completed	Database maintenance procedure developed and implemented.

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.2.3 Ensure that food hygiene interventions/inspections of higher risk premises in their area are carried out at a frequency which is not less than that determined under the intervention rating scheme set out in the relevant legislation, Food Law Code of Practice and other centrally issued guidance. [The Standard – 7.1]	31/03/11 30/09/11	 Further develop the existing intervention procedure: 1) To ensure higher risk (A's & B's) food hygiene interventions are carried out according to risk and at a frequency not less than that determined under the intervention rating scheme. 2) To formalise the requirement for officers to notify lead officer to document reasons for not completing any high risk intervention. A, B, non compliant C risk, and new businesses interventions will be prioritised and inspected at appropriate frequency. Options for achieving compliance with the code of practice for all other inspection frequencies will be considered as part of strategic commissioning review. Implement revised internal monitoring to identify non conformance (see recommendation 3.3.3(i)). 	Revised date for completion: 30/09/12	Intervention procedure reviewed. The Council and Service are in the process of restructuring and exploring the options of shared service provision with a neighbouring Borough. Additional funds identified in 2010/2011 and 2011/2012 to assist in meeting the interventions programme for higher risk businesses. Inspections of higher risk premises are being prioritised and the number of overdue inspections has been reduced. A revised internal monitoring procedure has been implemented.
3.2.7(i) Assess the compliance of establishments and systems to legally prescribed standards. [The Standard – 7.3]	Completed 30/06/11	Officers to receive relevant CPD refresher training on evaluation of FSMS. Implement revised internal monitoring to identify non conformance (see recommendation 3.3.3(i))	Completed	Officers attended specialist training on food safety management systems. The revised internal monitoring procedure has been implemented to ensure officers carry out appropriate
				comprehensive assessments during interventions.

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3.2.7(ii) Fully implement the aide-memoire for inspections of all food establishments in its area, to prompt officers to consistently record inspection findings in relation to their assessment of business compliance with legal requirements. Ensure that the records of inspections and key details of business operations are maintained in such a way that they are retrievable and provide complete records of business compliance histories. [The Standard – 7.5]	Completed 30/06/11	Review aide-memoire and inspection document. Review procedure for attaching aide-memoire to database premises record. Implement revised internal monitoring to identify non conformance.	Completed	Aide-memoire was implemented in July 2010, reviewed in November 2010 and amended in January 2011. Revised internal monitoring procedure implemented to identify non conformances by officers which are addressed on an individual and team basis.
3.2.14 Take appropriate action in accordance with its enforcement policy and centrally issued guidance where food sample results are not considered to be satisfactory. [The Standard – 12.7]	Completed 30/06/11	Brief officers on action following unsatisfactory sample. Implement revised internal monitoring to identify non conformance.	Completed	Officers reminded on actions to be taken following unsatisfactory results. Revised internal monitoring procedure implemented to identify non conformances by officers.

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.2.20 Ensure that formal enforcement actions are carried out in accordance with the relevant legislation, the Food Law Code of Practice and	Completed	Amend database action codes to include codes for disposal of food	Completed	Database action codes implemented in October 2010.
centrally issued guidance. [The Standard 15.3]	31/01/11	Review seizure/detention/voluntary surrender procedures to detail evidence of how food disposed of.		Seizure, Detention and Voluntary Surrender procedures reviewed to include disposal arrangements.
	30/06/11	Implement revised internal monitoring to identify non conformance.		Revised monitoring procedure implemented.
3.2.23 Take appropriate action on complaints and referrals received in accordance with its enforcement policy and centrally issued guidance. [The Standard – 12.7]	28/02/11	Review complaints procedure to include recording of information/action on database actions field.	Completed	Complaints procedure reviewed and amended and officers briefed.
	Completed	Officers to record all actions taken to investigate/conclude complaints and link relevant worksheets and documentation.		Revised monitoring procedure implemented.
	30/06/11	Implement revised internal monitoring to identify non conformance.		

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3.2.29 Maintain up to date accurate records in retrievable form on all food establishments in its area and for all relevant checks on imported food, in	30/06/11	Review service procedures to include instructions for recording of information.	Completed	All reviewed documented procedures include operational instructions for updating the
accordance with the Food Law Code of Practice and centrally issued guidance. These records shall include reports of all interventions and inspections,	Completed	Brief/retrain officers on recording of information: Remind officers on use and importance of accurate record keeping through use of database		database. Officers briefed and reminded during
the determination of compliance with legal requirements made by the authorised officer, details of action taken where non-compliance was		fields on actions, activities, linking worksheets, scanning and attaching documents.		team meetings and monitoring 1-2-1 meetings.
identified, details of any enforcement action taken, results of any sampling and follow up action and details of any action taken in relation to complaints and referrals. [The Standard - 16.1]	30/06/11	Implement revised monitoring procedure to identify non conformance.		Revised monitoring procedure implemented.
3.3.3(i) Review and expand the documented internal monitoring procedure to include all aspects of the service, including imported food control activities. [The Standard - 19.1]	30/06/11	Review and expand on existing procedure to include qualitative and quantitative monitoring of all food law enforcement activities. Specifically: inspections, verification visits, service requests, food complaints, sampling, prosecution, notices and infectious diseases.	Completed	Revised internal monitoring procedure fully implemented with monitoring schedule in place.
3.3.3(ii) Implement the revised procedure to verify the Service's conformance with the Standard, relevant legislation, the Food Law Code of Practice, relevant centrally issued guidance and the Authority's own policies and procedures and maintain records of all internal monitoring	30/06/11	Implement the revised procedures to verify conformance with standard. Maintain records of all internal monitoring.	Completed	Revised internal monitoring procedure fully implemented and records maintained of internal monitoring activities including any necessary corrective actions.
undertaken. [The Standard - 19.2 and 19.3]				