

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
<p>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]</p>	<p>Completed 30/06/11</p>	<p>Review aide-memoire and inspection document.</p> <p>Review procedure for attaching aide-memoire to database premises record.</p> <p>Implement revised internal monitoring to identify non conformance.</p>	<p>Completed</p>	<p>Aide-memoire was implemented in July 2010, reviewed in November 2010 and amended in January 2011.</p> <p>Revised internal monitoring procedure implemented to identify non conformances by officers which are addressed on an individual and team basis.</p>
<p>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]</p>	<p>Completed 30/06/11</p>	<p>Brief officers on action following unsatisfactory sample.</p> <p>Implement revised internal monitoring to identify non conformance.</p>	<p>Completed</p>	<p>Officers reminded on actions to be taken following unsatisfactory results.</p> <p>Revised internal monitoring procedure implemented to identify non conformances by officers.</p>

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3.2.20 Ensure that formal enforcement actions are carried out in accordance with the relevant legislation, the Food Law Code of Practice and centrally issued guidance. [The Standard 15.3]	Completed 31/01/11 30/06/11	Amend database action codes to include codes for disposal of food Review seizure/detention/voluntary surrender procedures to detail evidence of how food disposed of. Implement revised internal monitoring to identify non conformance.	Completed	Database action codes implemented in October 2010. Seizure, Detention and Voluntary Surrender procedures reviewed to include disposal arrangements. 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 Completed 30/06/11	Review complaints procedure to include recording of information/action on database actions field. Officers to record all actions taken to investigate/conclude complaints and link relevant worksheets and documentation. Implement revised internal monitoring to identify non conformance.	Completed	Complaints procedure reviewed and amended and officers briefed. Revised monitoring procedure implemented.

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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 accordance with the Food Law Code of Practice and centrally issued guidance. These records shall include reports of all interventions and inspections, the determination of compliance with legal requirements made by the authorised officer, details of action taken where non-compliance was 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 Completed 30/06/11	Review service procedures to include instructions for recording of information. Brief/retrain officers on recording of information: Remind officers on use and importance of accurate record keeping through use of database fields on actions, activities, linking worksheets, scanning and attaching documents. Implement revised monitoring procedure to identify non conformance.	Completed	All reviewed documented procedures include operational instructions for updating the database. Officers briefed and reminded during team meetings and monitoring 1-2-1 meetings. 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 undertaken. [The Standard - 19.2 and 19.3]	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.