

## ACTION PLAN FOR: PEMBROKESHIRE COUNTY COUNCIL

**Audit Date: 11, 12 and 18 January 2010**

<b>IMPROVEMENTS PLANNED</b>	<b>BY DATE</b>	<b>TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH</b>	<b>COMMENTS</b>
Review food hygiene sampling policy	Completed	<p>3.2.3 The Authority shall:</p> <p>ensure that all documented policies and procedures for each of the enforcement activities covered by The Standard are reviewed in accordance with the Authority's own procedure. [The Standard – 4.1]</p>	Sampling policy in place at the time of the audit was valid, although this had not been reviewed since 2007. Policy has now been reviewed.
<p>The Authority remains committed to ensuring that all food officers achieve at least 10 hours cpd training in food law enforcement each year, more in the case of EHOs who require additional training to maintain their professional status. Training monitored as part of performance review process and periodically throughout the year.</p>	Completed	<p>3.3.6 The Authority shall:</p> <p>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 and to have completed the requisite 10 hours of food related training as required by the Food Law Code of Practice (Wales). [The Standard – 5.4]</p>	Both officers who had achieved only 8.5 of the 10 hours cpd required in 2009 had, as the report acknowledges, exceeded the 10 hours required in 2008. In fact, both officers had received 20 hours cpd in 2008, double the minimum required. Of these 20 hours 17 were achieved in November 2008. Both officers narrowly missed out on achieving the full cpd requirement in 2009, when a food standards course was cancelled by the organisers at the end of the year due to insufficient interest.

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<p>Tightening up of administrative systems to be secured, addressing in particular points identified at audit: Certificates of service to be included on all files where statutory notices served. Hygiene Improvement Notices to be re-issued where extension in time granted following written request (as per enforcement procedures).</p>	<p>Completed</p>	<p>3.8.4 The Authority shall:  carry out food law enforcement in accordance with the Food law Code of Practice (Wales) and ensure that reasons for any departure from the criteria set out in the enforcement policy are documented. [The Standard -15.3 and 15.4]</p>	<p>Officers reminded of need to ensure certificates of service prepared and placed on file when ever statutory notices issued, that HINs to be re-issued following extension in timescale for compliance (rather than deferring enforcement of initial notice), and to ensure that all relevant information is placed on file. Although the final version of one Hygiene Improvement Notice was missing from the file, this was available electronically.</p>
<p>Greater emphasis to be placed on the internal monitoring of officer work, to ensure that this is undertaken in accordance with the frequencies set out in the Authority's Internal Monitoring procedure.</p>	<p>Completed</p>	<p>3.11.3 The Authority shall:  undertake its internal monitoring programme in accordance with its own documented procedure and retain records of internal monitoring for at least 2 years. [The Standard – 19.1 and 19.3]</p>	<p>Gaps in local internal monitoring arrangements had arisen due to staff absences, and other service pressures which had necessarily taken greater priority. This shortfall was highlighted as part of the annual performance review process and reported in the Food Law Enforcement Service Delivery Plan for 2009/10, when it was identified that renewed focus be given to this area of activity. This has been communicated to relevant managers and</p>

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			supervisors.