

Updated Action Plan for Tamworth Borough Council

Audit date: 16-17 March 2010

Action Plan Updated: 28 July 2011

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.1.2 Further develop the Service Plan to include all the information specified in the Service Planning Guidance in the Framework Agreement. [The Standard - 3.1]	31/07/10	Service Plan for 2010/11 to incorporate lessons learnt from 2009/10 plan. Quarterly monitoring on performance to take place as part of over-arching performance monitoring framework.	Completed	Service Plan 2011/12 drafted and agreed in line with Service Planning Guidance and incorporating a comparison of FTE available against estimated FTE needed.
3.1.7 Review the staff resources available to the Authority and ensure that a sufficient number of authorised officers are appointed to undertake the full range of food law enforcement activities. [The Standard - 5.3]	31/07/10	Staff resources reviewed, bid for additional resources to ensure all statutory interventions are undertaken.	Completed	Staff resources reviewed in the Performance Management Framework 2010/11. Reorganisation in progress and appropriate staff to be appointed as part of the review.
3.1.11 Continue to implement the procedure for the review of internal policies and procedures at regular intervals and whenever there are changes to legislation or centrally issued guidance. [The Standard – 4.1]	31/03/11	Officers have ownership of policies, action to update them to be included as part of personal development plan.	31/03/13	Procedure to be implemented by next review date. Full review not completed as focus has been on bringing inspections up to date. Individual officers tasked to review policies.
3.1.13 Review officer authorisations on a regular basis to ensure that they are kept up to date with current legislation. [The Standard - 5.1]	31/03/11	A 6 monthly review will be introduced.	31/03/13	OFFC to be added to Schedule and a review of the present Authorisations and the limits on powers of officers reviewed and updated. Officer authorisations reviewed and additional schedule now placed on personal file.

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3.1.15 Further develop the documented procedure on the authorisation of officers to detail the competency assessment process by which authorisations are linked to the officer's individual training requirements. [The Standard – 5.1]	31/07/10	Authorisations to be rewritten in accordance with guidance.	31/03/13	Competency matrix linked to Authorisations to be developed and implemented. Delegations obtained from Council Solicitor, changes in management structure mean that authorisations have been rewritten and re-delegated.
3.1.17 Ensure that all officers, including the Lead Officer, receive suitable training consistent with their authorisation and duties in accordance with the Food Law Code of Practice. [The Standard – 5.3]	31/12/10	Training needs analysis to be conducted and inserted into PDR training matrix.	Completed	10 hours CPD and HACCP training now completed. Special processes for Approved premises training planned for 2011/12.
3.1.19 Ensure that complete and sufficiently detailed officer training records are maintained in accordance with the Food Law Code of Practice. [The Standard 5.4 and 5.5]	31/05/10	Training records to be kept, copy of initial qualifications to be obtained from Human Resources.	Completed	Qualification certificates obtained from Human Resources and officers requested to resubmit.
3.2.2 Ensure that all food premises are inspected in accordance with the frequencies specified by the Food Law Code of Practice. [The Standard – 7.1]	31/03/11	Service Plan to identify lessons learnt and be used as planning tool to demonstrate need for additional resources. Plan to increase capacity by broadening skills of officers.	Completed	Training needs analysis conducted, officers to be booked on courses according to training need. Substantial progress with bringing food safety inspections up to date. Most of backlog of inspections cleared and generally visits are carried out at the frequency specified by FLCoP. The few remaining unrated and overdue premises to be prioritised in 2011/12.
3.2.6 Ensure that appropriate action is taken on any non-compliance found during inspections, including any contraventions linked to HACCP requirements, in accordance with the Authority's Enforcement Policy, the Food Law Code of Practice and any other centrally issued guidance. [The Standard – 7.3]	31/05/10	Implement monitoring plan to ensure that actions are followed through, can either be dealt with on one of three occasions; as the work arises; at officers monthly one-to-one meeting or as a standing agenda at team meetings.	Completed	Officers to diarise next action date on Proactive. Subject to verification by FSA. Generally appropriate action taken following inspection. To remind officers of the need to specify legislation references in regard to works required to be carried out.
3.3.3 Expand the enforcement procedures to ensure they cover the full range of enforcement activities. [The Standard – 15.3]	30/08/10	Simple caution and prosecution procedure to be reviewed.	31/03/13	Senior Management restructure ongoing, procedure will need to be amended to take account of new team.

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3.3.5 Ensure all decisions on enforcement action are made following consideration of the Authority's enforcement policy. The reasons for any departure from the criteria set out in the enforcement policy should be documented. [The Standard - 15.4]	31/07/10	Significant decisions record log now adopted. A book where we can record the significant decisions has been devised.	31/03/13	Log to show that Enforcement Policy has been considered to be developed and implemented. Verbal update provided to Senior Management on reasons for change of approach and outcomes. Additional report to be provided to Cabinet as part of annual report 2009/10 for Jul 2010, subject to verification by FSA.
3.3.7 Ensure that hygiene improvement notices have been fully complied with and that all the necessary procedures and documentation specified by the Food Law Code of Practice have been completed. [The Standard – 15.2]	31/05/10	Hygiene improvement notice now complied with. Tamworth summary of Findings Draft report discussed Mon 29 Mar 10 and again at Apr 2010 Team meeting.	31/03/13	Authorisations for HINs to be reviewed and staff reminded of the limits to their powers for issue. System of peer review to be implemented to ensure documentation is correct and completed by properly authorised officer. Subject to verification by FSA.
3.4.2 Set up, maintain and implement documented internal monitoring procedures for the full range of food law enforcement activities in accordance with the Food Law Code of Practice. [The Standard – 19.1 and 19.2]	31/03/11	Performance monitoring framework set up and forwarded to FSA during Apr 2010.	31/03/13	Performance monitoring to be focussed on high risk areas and extended to the monitoring of Authorisations and the issuing of HINs. Effective monitoring in place in regard to the inspection programme and the quality of inspections.