

# Action plan for East Hertfordshire District Council

Updated 20/09/2024

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
<p><b>Service plan</b></p> <p>A new service plan will be needed for 2024/25.</p>	<p>1. 2024/25 service plan submitted to FSA, reflecting the actions detailed in this action plan.</p>	<p>Head of Housing and Health</p>	<p>April 2024</p>	<p><b>11/06/2024</b> Action achieved.</p> <p>Service plan agreed by the Head of Housing and Health through delegated authority.</p>	<p>Completed</p>
<p><b>Preparation</b></p> <p>Actions needed to facilitate the action plan being delivered in a timely manner.</p>	<p>2. The Chief Executive and Deputy Chief Executive briefed and support given to remedial action plan to clear the backlog.</p>	<p>Service Manager (Environmental Health)</p>	<p>March 2024</p>	<p><b>22/03/2024</b> Action achieved.</p> <p>Draft action plan considered and finalised with CEO and DCEO. Approval given to submit action plan to the FSA.</p>	<p>Completed</p>
	<p>3. Seek agreement to appoint competent contractors from agencies other than Matrix due to the urgency of the work.</p>	<p>Service Manager (Environmental Health)</p>	<p>March 2024</p>	<p><b>14/03/2024</b> Action achieved.</p> <p>CEO agreed for the outsourcing of inspections outside of Matrix.</p>	<p>Completed</p>

## Action plan for East Hertfordshire District Council

Updated 20/09/2024

	4. Contractors appointed to assist current staff to clear the backlog of inspections.	Service Manager (Environmental Health)	March 2024	<b>March 2024</b> Action achieved.  Reputable agencies approached and contractors assessed, appointed and work started on backlog.	Completed
	5. Raise with the Executive Member for Wellbeing (portfolio holder for environmental health) the contents of the recent performance report from the FSA and our action plan.	Head of Housing and Health	March 2024	<b>11/04/2024</b> Action achieved.  Meeting with the Executive Member for Wellbeing where we went through the requirements of the legislation and code of practice then reviewed the FSA findings and action plan.	Completed
<b>Backlog of new unrated food business</b>  Recovery of the backlog of new food businesses which have not yet be risk assessed under the	6. Backlog of unrated businesses to be cleared by March 2025, or sooner if possible. Inspections will be spread evenly over the next twelve months.	Service Manager (Environmental Health)	March 2025	<b>20/09/2024</b>  On track to achieve target.  There are currently 68 uninspected premises that were registered before 1 <sup>st</sup> April 2024.	On track

## Action plan for East Hertfordshire District Council

Updated 20/09/2024

Food Law Code of Practice.				In addition, there are a further 84 premises which have registered since 1 <sup>st</sup> April 2024 to be inspected.	
<p><b>Backlog of inspections for existing risk rated premises</b></p> <p>Recovery of the backlog of established food businesses which are overdue for an inspection under the Food Law Code of Practice. This excludes category 'E' premises which are detailed separately below.</p>	7. Backlog of category 'A' inspections to be cleared by April 2024.	Service Manager (Environmental Health)	April 2024	<p><b>09/04/2024</b> Target achieved.</p> <p>Although the backlog has been cleared, there is one category 'A' inspection due in Quarter 3 of 2024/25.</p>	Completed
	8. Backlog of category 'B' inspections to be cleared by April 2024.	Service Manager (Environmental Health)	April 2024	<p><b>09/04/2024</b> Target achieved.</p> <p>Although the backlog has been cleared, there are 18 inspections due in Quarter 3 and Quarter 4 of 2024/25.</p>	Completed
	9. Backlog of category 'C' inspections to be cleared by December 2024, or sooner if possible. Inspections will be spread evenly	Service Manager (Environmental Health)	December 2024	<p><b>28/09/2024</b> On track to achieve target.</p> <p>There are currently 19 category 'C' premises</p>	On track

# Action plan for East Hertfordshire District Council

Updated 20/09/2024

	over the next nine months.			which remain over-due for inspection. In addition, there are a further 14 due in Quarter 3 and Quarter 4 of 2024/25.	
	10. Backlog of category 'D' inspections to be cleared by July 2025, or sooner if possible. Inspections will be spread evenly over the next sixteen months.	Service Manager (Environmental Health)	July 2025	<b>28/09/2024</b> On track to achieve target.  There are currently 47 category 'D' premises which remain over-due for inspection. In addition, there are a further 37 due in Quarter 3 and Quarter 4 of 2024/25.	On track
<b>Backlog of inspections for existing 'E' risk rated premises</b>  Recovery of the backlog of established food businesses which are overdue for an	11. Develop a questionnaire as part of an alternative enforcement strategy which will encourage the lowest risk businesses in the district to self-assess against food hygiene standards in line with	Service Manager (Environmental Health)	April 2024	<b>29/08/2024</b> Target achieved.  Questionnaires have been developed and deployed on the council's website.	Completed

# Action plan for East Hertfordshire District Council

Updated 20/09/2024

inspection under the Food Law Code of Practice.	the Food Law Code of Practice.				
	12. Use existing staff and agency staff (where needed) to target those businesses where the questionnaire indicates further intervention may be needed (such as a change in processes or a new business is operating from the premises) or where the questionnaires have not been returned.	Service Manager (Environmental Health)	May 2024 onwards	<b>28/09/2024</b> – On track to achieve target.	On track
	13. Backlog of category 'E' inspections to be cleared by March 2027, or sooner if possible. Inspections will be spread evenly over the next thirty-five months.	Service Manager (Environmental Health)	March 2027	<b>29/08/2024</b> On track to achieve target.  While we have been delayed developing the questionnaires, we are still in a position to be able to recover this overall target of clearing the backlog of	On track

# Action plan for East Hertfordshire District Council

Updated 20/09/2024

				category 'E' premises by March 2027. The current number of outstanding inspections is 570.	
<b>Interventions due 2025/26 onwards</b>	14. Following the current council-wide review (anticipated to be completed by September 2024), undertake a specific service review of Environmental Health to identify resources and structures to meet food hygiene statutory duties.	Head of Housing and Health  and  Service Manager (Environmental Health)	March 2025	<b>28/09/2024</b> Target unlikely to be met.  Preliminary work is underway to compare us to other local authorities, however the DMA review is on-going. Until the DMA has concluded we are unable to review the structure.	On track
	15. Work with HR to assess the environmental health team's eligibility to benefit from the council's recruitment and retention options.	Service Manager (Environmental Health)	March 2025	<b>28/09/2024</b> On track to achieve target.  HR have confirmed there is no corporate approach to this. Research started to identify what other local authorities offer	On track

# Action plan for East Hertfordshire District Council

Updated 20/09/2024

				and have had success with.	
<b>Communication of risk to the portfolio holder</b>	16. Review and, if necessary, amend the performance indicators to ensure they accurately reflect the performance against the Food Law Code of Practice.	Service Manager (Environmental Health)	April 2024	<b>09/04/2024</b> Target achieved.  New departmental targets agreed with the Head of Housing and Health.	Completed
	17. Schedule regular updates to the Executive Member for Wellbeing (portfolio holder for environmental health) who has responsibility for overseeing food safety and hygiene work. Reports to update progress on the action plan.	Service Manager (Environmental Health)	April 2024	<b>11/04/2024</b> Target achieved.  It has been agreed to update the Executive Member for Wellbeing on a quarterly basis via email.	Completed
<b>Provision of data / information to the FSA</b>	18. Ensure regular dialogue with the FSA and ensure	Service Manager (Environmental Health)	March 2024 onwards	<b>28/09/2024</b>	On track

## Action plan for East Hertfordshire District Council

Updated 20/09/2024

	prompt response to any communications from them.			On track to achieve target.  The FSA have been kept informed of progress on the action plan. Emails responded to ASAP after they are received.	
	19. Review the new template for the annual return, develop a report to extract this information from Uniform.	Service Manager (Environmental Health)	April 2024	<b>24/04/2024</b> Target achieved.  Power BI reports produced to enable the council to extract the data needed for the annual return.	Completed
	20. Arrange for Power BI licences to be issued to key officers. Officers currently using a free trial which expires in April.	IT service	April 2024	<b>29/04/2024</b> Target achieved.  IT have issued the correct licences to the team.	Completed.
	21. Arrange for suitable Power BI training.	Service Manager (Environmental Health)	Summer 2024	<b>08/04/2024</b> Target not met.  IT have confirmed this would be part of a	Delayed



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Updated 20/09/2024

				council-wide project which is being scoped out at the moment.	
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