

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
Service plan A new service plan will be needed for 2024/25.	1. 2024/25 service plan submitted to FSA, reflecting the actions detailed in this action plan.	Head of Housing and Health	April 2024	11/06/2024 Action achieved. Service plan agreed by the Head of Housing and Health through delegated authority.	Completed
Preparation Actions needed to facilitate the action plan being delivered in a timely manner.	2. The Chief Executive and Deputy Chief Executive briefed and support given to remedial action plan to clear the backlog.	Service Manager (Environmental Health)	March 2024	22/03/2024 Action achieved. Draft action plan considered and finalised with CEO and DCEO. Approval given to submit action plan to the FSA.	Completed

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
	3. Seek agreement to appoint competent contractors from agencies other than Matrix due to the urgency of the work.	Service Manager (Environmental Health)	March 2024	14/03/2024 Action achieved. CEO agreed for the outsourcing of inspections outside of Matrix.	Completed
	4. Contractors appointed to assist current staff to clear the backlog of inspections.	Service Manager (Environmental Health)	March 2024	March 2024 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	Head of Housing and Health	March 2024	11/04/2024 Action achieved. Meeting with the Executive Member for	Completed

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
	health) the contents of the recent performance report from the FSA and our action plan.			Wellbeing where we went through the requirements of the legislation and code of practice then reviewed the FSA findings and action plan.	
<p>Backlog of new unrated food business</p> <p>Recovery of the backlog of new food businesses which have not yet be risk assessed under the Food Law Code of Practice.</p>	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	<p>20/09/2024</p> <p>On track to achieve target.</p> <p>There are currently 19 uninspected premises that were registered before 1st April 2024. In addition, there are a further 64 premises which have registered</p>	On track

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
				since 1 st April 2024 to be inspected.	
<p>Backlog of inspections for existing risk rated premises</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>	<p>7. Backlog of category 'A' inspections to be cleared by April 2024.</p>	<p>Service Manager (Environmental Health)</p>	<p>April 2024</p>	<p>09/04/2024 Target achieved.</p> <p>Although the backlog has been cleared, there is one category 'A' inspection due in Quarter 3 of 2024/25.</p>	<p>Completed</p>
	<p>8. Backlog of category 'B' inspections to be cleared by April 2024.</p>	<p>Service Manager (Environmental Health)</p>	<p>April 2024</p>	<p>09/04/2024 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>	<p>Completed</p>

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
	9. Backlog of category 'C' inspections to be cleared by December 2024, or sooner if possible. Inspections will be spread evenly over the next nine months.	Service Manager (Environmental Health)	December 2024	<p>12/02/2025 There is currently one category 'C' premises which remains overdue for inspection. With a further 3 due by the end of March 2025.</p> <p>The overdue premises is a seasonal business who is currently not trading. This will be picked up when it commences trading again.</p>	Overdue
	10. Backlog of category 'D' inspections to be cleared by July 2025, or sooner if	Service Manager (Environmental Health)	July 2025	<p>28/09/2024 On track to achieve target.</p>	On track

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
	possible. Inspections will be spread evenly over the next sixteen months.			There are currently 23 category 'D' premises which remain over-due for inspection.	
<p>Backlog of inspections for existing 'E' risk rated premises</p> <p>Recovery of the backlog of established food businesses which are overdue for an inspection under the Food Law Code of Practice.</p>	<p>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 the Food Law Code of Practice.</p>	<p>Service Manager (Environmental Health)</p>	<p>April 2024</p>	<p>29/08/2024 Target achieved.</p> <p>Questionnaires have been developed and deployed on the council's website.</p>	<p>Completed</p>

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
	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	28/09/2024 – On track to achieve target.	On track
	13. Backlog of category 'E' inspections to be cleared by March 2027, or sooner if	Service Manager (Environmental Health)	March 2027	29/08/2024 On track to achieve target.	On track

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
	possible. Inspections will be spread evenly over the next thirty-five months.			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 category 'E' premises by March 2027. The current number of outstanding inspections is 533.	
Interventions due 2025/26 onwards	14. Following the current council-wide review (anticipated to be completed by September 2024), undertake a specific service review of Environmental	Head of Housing and Health and	March 2025	12/02/2025 Target unlikely to be met. Preliminary work is underway to compare us to other local authorities, however	Delayed

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
	Health to identify resources and structures to meet food hygiene statutory duties.	Service Manager (Environmental Health)		the DMA review is on-going. Until the DMA has concluded we are unable to review the structure.	
	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	<p>12/02/2025 On track to achieve target.</p> <p>HR have confirmed there is no corporate approach to this. Research started to identify what other local authorities offer and have had success with.</p>	On track

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
Communication of risk to the portfolio holder	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	09/04/2024 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	Service Manager (Environmental Health)	April 2024	11/04/2024 Target achieved. It has been agreed to update the Executive Member for Wellbeing on a quarterly basis via email.	Completed

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
	update progress on the action plan.				
Provision of data / information to the FSA	18.Ensure regular dialogue with the FSA and ensure prompt response to any communications from them.	Service Manager (Environmental Health)	March 2024 onwards	<p>28/09/2024</p> <p>On track to achieve target.</p> <p>The FSA have been kept informed of progress on the action plan. Emails responded to ASAP after they are received.</p>	On track
	19. Review the new template for the annual return, develop a report to extract this	Service Manager (Environmental Health)	April 2024	<p>24/04/2024</p> <p>Target achieved.</p> <p>Power BI reports produced to enable the council to extract</p>	Completed

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
	information from Uniform.			the data needed for the annual return.	
	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	29/04/2024 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	08/04/2024 Target not met. IT have confirmed this would be part of a council-wide project	Delayed

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
				which is being scoped out at the moment.	