

Action plan for East Hertfordshire District Council

Updated 16/12/2025

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		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		Completed
	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		Completed

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	4. Contractors appointed to assist current staff to clear the backlog of inspections.	Service Manager (Environmental Health)	March 2024		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		Completed
Backlog of new unrated food business	6. Backlog of unrated businesses to be cleared by March 2025, or sooner if	Service Manager (Environmental Health)	March 2025	16/12/2025 There are no uninspected premises	Completed

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Recovery of the backlog of new food businesses which have not yet be risk assessed under the Food Law Code of Practice.	possible. Inspections will be spread evenly over the next twelve months.			that were registered before 1 st April 2024.	
Backlog of inspections for existing risk rated premises	7. Backlog of category 'A' inspections to be cleared by April 2024.	Service Manager (Environmental Health)	April 2024		Completed
Recovery of the backlog of established food businesses which are overdue for an inspection under the Food Law Code of Practice. This excludes category	8. Backlog of category 'B' inspections to be cleared by April 2024.	Service Manager (Environmental Health)	April 2024		Completed
	9. Backlog of category 'C' inspections to be cleared by	Service Manager (Environmental Health)	December 2024		Completed

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'E' premises which are detailed separately below.	December 2024, or sooner if possible. Inspections will be spread evenly over the next nine months.				
	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	12/09/2025 There are currently three category 'D' premises which remain over-due for inspection from the FSA audit. Of these, two are home caterers which we believe are closed and one is undergoing significant renovations.	Overdue

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Backlog of inspections for existing 'E' risk rated premises Recovery of the backlog of established food businesses which are overdue for an inspection under the Food Law Code of Practice.	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.	Service Manager (Environmental Health)	April 2024		Completed
	12. Use existing staff and agency staff (where needed) to target those businesses where the questionnaire	Service Manager (Environmental Health)	May 2024 onwards	16/12/2024 – On track to achieve target.	On track

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	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.				
	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	12/09/2025 The return rate for the questionnaires has been very low, which may have an impact on the Council's ability to recover this target by March 2027. We are currently exploring alternative options	At risk

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				for the interventions at these premises.	On Track
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 Health to identify resources and structures to meet food hygiene statutory duties.	Head of Housing and Health and Service Manager (Environmental Health)	March 2025	12/09/2025 The Finance Team plan to undertake a "deep dive" into the staffing position within Environmental Health to help the Council reassure itself that all staffing resources are being appropriately used. A start date has not yet been determined.	Delayed
	15. Work with HR to assess the environmental health team's	Service Manager (Environmental Health)	March 2025	17/09/2025 This has been delayed until the deep dive mentioned	Delayed

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	eligibility to benefit from the council's recruitment and retention options.			above has been undertaken so that Leadership Team can review any financial implications in the whole.	
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		Completed
	17. Schedule regular updates to the Executive Member for Wellbeing (portfolio holder for	Service Manager (Environmental Health)	April 2024		Completed

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	environmental health) who has responsibility for overseeing food safety and hygiene work. Reports to 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		Completed
	19. Review the new template for the annual return, develop a report to extract this	Service Manager (Environmental Health)	April 2024		Completed

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	information from Uniform.				
	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		Completed.
	21. Arrange for suitable Power BI training.	Service Manager (Environmental Health)	Summer 2024	08/04/2024 Completed. While corporate training has not been delivered, it is believed experience within the team will be sufficient	Completed

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				for the purposes of this audit.	