

# Food Safety Plan 2020/21

---

Environmental Health team



## Contents

Executive Summary

1.0 Introduction

2.0 How did we perform in 2019-20

3.0 Plan for 2020-21

*Appendices:*

Food Safety Action Plan 2019/20 Review

Food Safety Action Plan 2020/21

## Executive Summary

Hart District Council has a major role to play in promoting food safety and protecting consumers from food poisoning and food related allergic reactions. This annual Food Safety Plan is produced in accordance with the requirements of the Food Standards Agency. It reflects on the achievements and performance of the Team for the year 2019/20, and identifies the work currently being undertaken and planned for 2020/21, in partnership with businesses, to promote and enhance food safety in the District, including:

- ✓ Inspection of food businesses based on risk
- ✓ Investigating complaints and concerns regarding food safety
- ✓ Investigating allegations of food poisoning or allergic reactions
- ✓ Providing information, advice and training

In 2019/20, the Service:

- ✓ received 51 complaints about food premises and 37 allegations of food poisoning associated with food premises.
- ✓ served 5 improvement notices in relation to unsatisfactory food premises and/or practices.
- ✓ issued 2 Simple Cautions to food businesses that were not complying with the law.
- ✓ assessed 97.4% of food businesses in Hart to be compliant with food hygiene laws.

Whilst the focus of this plan is food hygiene to satisfy the overseeing national authority, for completeness it covers other functions of the team.

If you would like further information regarding our Service, or would like to speak to an officer for advice on food safety matters, please contact us at:

Email: [EH@hart.gov.uk](mailto:EH@hart.gov.uk)

Tel. 01252 774421

**Useful Websites:**

Food Standards Agency	<a href="http://www.food.gov.uk">www.food.gov.uk</a>
Food Hygiene Ratings	<a href="https://ratings.food.gov.uk/">https://ratings.food.gov.uk/</a>
Safer Food, Better Business	<a href="https://www.food.gov.uk/business-guidance/safer-food-better-business">https://www.food.gov.uk/business-guidance/safer-food-better-business</a>
Allergen Guidance for Businesses	<a href="http://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses">www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses</a>
Free Allergen Training	<a href="https://allergytraining.food.gov.uk/">https://allergytraining.food.gov.uk/</a>
Health and Safety Executive	<a href="http://www.hse.gov.uk">www.hse.gov.uk</a>
The Royal Society for the Prevention of Accidents	<a href="http://www.rosipa.com">www.rosipa.com</a>

## 1.0 Introduction

Hart District Council's Food Safety Plan, sometimes known as Food Safety Service Plan, covers the work of the Food Safety team for 2020/21. The Food Safety Plan is published each year to comply with the requirements of the Food Law Code of Practice, issued by the Food Standards Agency. The Environmental Health team is currently responsible for enforcing food safety in 808 food premises, including: restaurants, hotels, pubs, schools and shops.

The Food Standards Agency (FSA), which regulates the enforcement of food legislation, requires service plans to be submitted to a relevant Member forum for approval. The standard of work carried out is in accordance with national legislation, Food Law Code of Practice and guidance issued by Local Government Regulation.

### 1.1 Aims and Objectives

The aims of the Food Safety service are:

- to ensure that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled or consumed within Hart is without risk to the health or safety of the consumer;
- to investigate suspected and confirmed food poisoning incidents, to locate the source of contamination and to prevent it spreading to protect the health of the public;
- to provide information and advice on food safety matters for business and members of the public.

The Food Safety team works with the food businesses to ensure they comply with legislation and adopting best practice to control the risks to health that may be associated with food storage, preparation, processing, and handling. In so doing, this helps promote a high level of public confidence in the safety of food prepared, handled and sold in Hart. The Council participates in the national food hygiene rating scheme ([www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)) and encourages businesses to display their rating.

The key objectives of the Food and Safety team in relation to food safety enforcement during 2020/21 are:

- to carry out programmed food hygiene inspections, in accordance with the statutory code of practice and guidance;
- to approve, register and license relevant premises in accordance with relevant legislation, statutory code of practice and guidance;

- to investigate food complaints in accordance with the Service's food complaint procedure, and to respond to complaints;
- to provide advice to businesses and members of the public in Hart with respect to food hygiene and allergens;
- to provide a range of food hygiene training courses;
- to promote national food safety campaigns which aim to raise awareness of food issues among catering businesses and the public;
- to produce and implement a sampling programme based on national priorities and local needs;
- to investigate all food poisoning notifications (except campylobacter) and outbreaks in collaboration with Public Health England (PHE);
- to respond to all food alerts in accordance with the relevant instructions and where necessary notify food incidents to the relevant national body in accordance with the statutory code of practice;
- to ensure that the Service's authorised officers adhere to the Council's enforcement policy when making enforcement decisions; and
- to continue to ensure the Service's authorised officers are suitably qualified, experienced and competent to carry out the range of tasks and duties they are required to perform, including providing additional training where required.

## 1.2 Profile of Hart District

The District is primarily rural, covers some 21,500 hectares (83 sq. miles) and is situated in north-east Hampshire, bordering both Surrey and Berkshire.

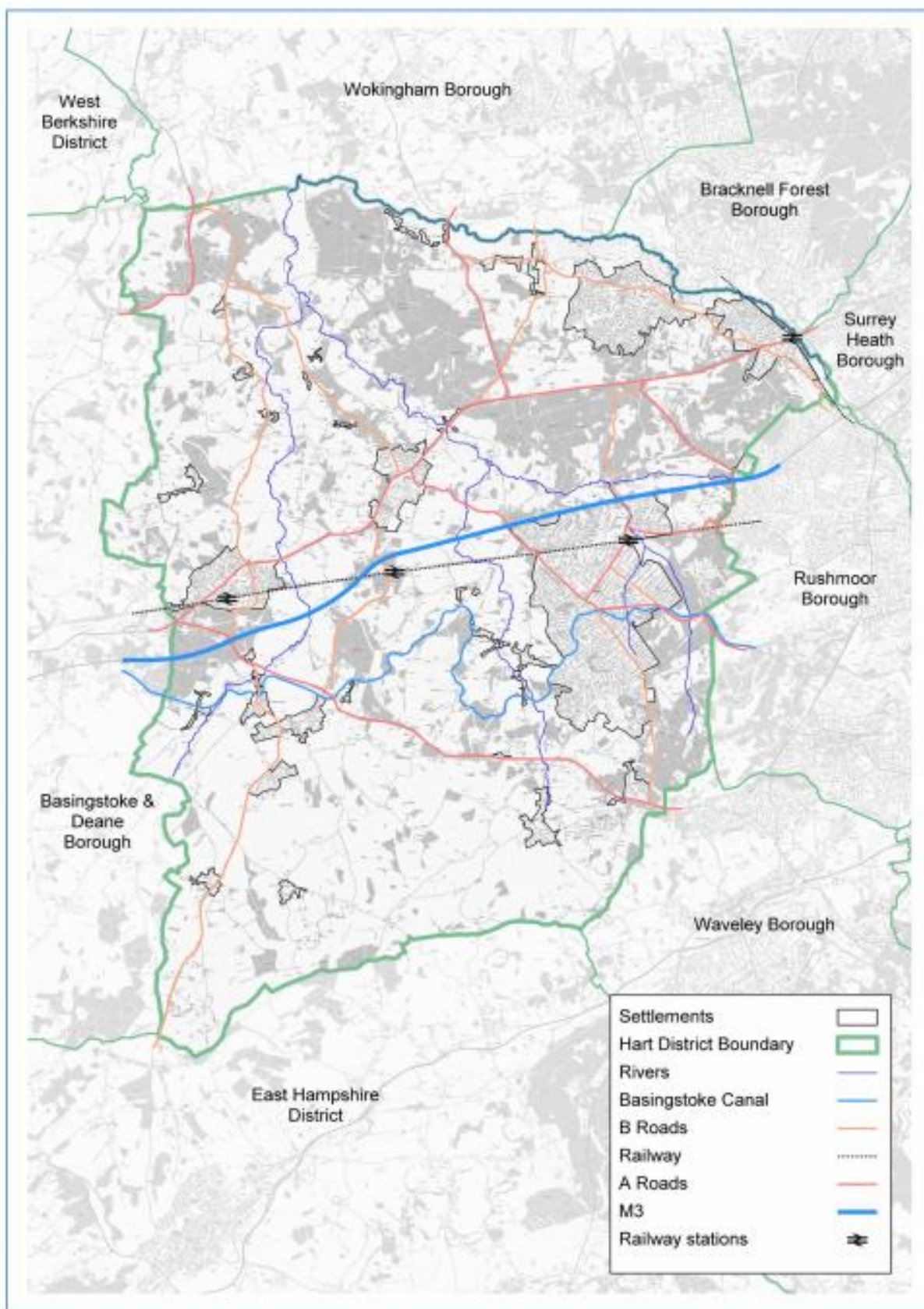
The main towns are Fleet (comprising Elvetham Heath, Fleet and Church Crookham), Yateley, Blackwater and Hawley. Hook, Odiham, and Hartley Wintney are the larger villages in the District whilst other settlements are mainly small, dispersed villages and hamlets.

The District is bisected by the main line railway from Waterloo to Southampton and east to west by the M3. These enable good access to London, Southampton and other key employment areas such as Basingstoke, Camberley and Farnborough. However, movement patterns are complex and vary with the purpose of the journey. Some key services such as main hospitals and larger shopping centres are provided outside the District, particularly in Basingstoke, Guildford, Reading and Camberley.

The District is a popular place to live as it benefits from low unemployment, low crime rates and good schools. It has a healthy, active population with high participation in sports and leisure.

There are approximately 94,250 residents in the District with an ageing population. The District has a complex geography comprising a collection of diverse and distinct settlements. The larger settlements are suburban in character and have grown significantly in the last 30 years. There are an estimated 35,500 homes in the District with 30% of the population living in rural areas.







## 1.3 Link to the Corporate Plan, Vision and Objectives

### Vision for Hart

Hart District Council published its Vision for 2040 in 2019. The Vision is for Hart:

**“To become the best Place, Community and Environment to live work and enjoy”**

The Council’s Vision provides a clear direction for Hart and will help to improve the use of resources and align our strategies to reach the outcomes our community deserves. The Vision informs our future work programme across four themes:

- Theme One:** To become the best Place to live, work and enjoy by creating a connected environment
- Theme Two:** Design the Community to live in, work with and enjoy by helping our community to thrive
- Theme Three:** Enhance the Environment to live in, work in and enjoy enhancing our environment
- Theme Four:** Develop the Organisation which can deliver working in partnership

### The Place Service

The Food Safety service is delivered by the Environmental Health Team, which sits within the Place Service. The Service is focussed on delivering excellent services to our residents, businesses and other stakeholders. Place Service offers an end to end process for new businesses wishing to open in Hart District, coordinating our Planning, Building Control, Conservation, Licensing and Environmental Health functions.

The key services within the scope of the Place Service include:

- ✓ Development Management, Planning Enforcement and Conservation
- ✓ Building Control
- ✓ Planning Policy including The Local Plan
- ✓ Strategic and Economic Growth and Regeneration
- ✓ Environmental Health (Food Safety, Infectious Diseases, Health & Safety, Public Health, Statutory Nuisance, Fly Tipping, Animal Welfare & Special Treatment Licensing)
- ✓ Dog Warden Service
- ✓ Licensing
- ✓ Corporate Health and Safety

## 1.4 Delivering the Council's Vision for Hart through Environmental Health

The primary objective of the Environmental Health service is to protect the health, safety and welfare of the community through education and effective regulation.

The service links to each of the four Corporate Themes as follows:

### 1. To become the best place to live, work and enjoy by creating a connected environment

The Service promotes a level playing field through its Enforcement Policy, which takes a graduated approach to enforcement based on risk. We carry out our duties in an open, fair and consistent manner that promotes economic development.

We recognise that most businesses want to comply with the law, therefore, we want to support and enable businesses to meet their duties without unnecessary cost. We aim to deliver a healthy regulatory environment where good businesses thrive by using risk-based, proportionate and targeted enforcement. Firm action will be taken, however, where there is a blatant and/or persistent disregard for the law.

The Environmental Health Team routinely help new and developing businesses by providing advice based on best practice and signposting businesses to other agencies and resources. The team also provide training events, newsletters and advisory visits.

### 2. Design the Community to live in, work with and enjoy by helping our community to thrive

The Environmental Health team responds to a wide range of enquiries and complaints received from the community including: issues relating to statutory nuisance; licensed premises; food complaints and reports of alleged food poisoning.

The Service responds to planning consultations to mitigate potential issues relating to the environment, such as contaminated land, noise and odour and to ensure that developers meet their obligations in relation to these areas, so far as is permitted within the confines of the law and statutory guidance.

The Food Hygiene Rating Scheme provides an open and transparent platform for all food businesses, giving the public the opportunity to view the hygiene rating of businesses at: [ratings.food.gov.uk/](https://ratings.food.gov.uk/). The public can then choose whether to visit those food premises based on how well they comply with food law.

### 3. Enhance the Environment to live in, work in and enjoy enhancing our environment

Fly Tipping became part of the Environmental Health Service in May 2018. The aim of the service is to tackle serious fly tipping in open spaces within the District.

In February 2020 the Council approved the introduction of a Dog Fouling Public Space Protection Order under the Anti-Social Behaviour, Crime and Policing Act 2014. It came into force on 1 June 2020 and requires dog owners to: have with them appropriate means to pick up dog faeces deposited by their dog(s); and remove the faeces and for it to be disposed of in an appropriate receptacle.

The service also tackles filthy and verminous premises, unsecured buildings and land attracting vermin. This can also positively impact the likelihood of crime and the perception of crime in these areas.

### 4. Develop the Organisation which can deliver working in partnership

The Environmental Health Service works with several partners including:

- i. working closely with the Shared Licensing Service in partnership with Basingstoke & Dean Borough Council
- ii. working closely with Public Health (England) in relation to infectious disease notifications and outbreak investigations;
- iii. chairing the Council's Safety Advisory Group (SAG), which ensures public events are well managed and safe in consultation with partner organisations such as the emergency services, Highways and the Licensing Authority; and
- iv. actively participating in the Vulnerabilities Operational Group (VOG), which seeks to deal with crime and anti-social behaviour through a multi-agency approach.

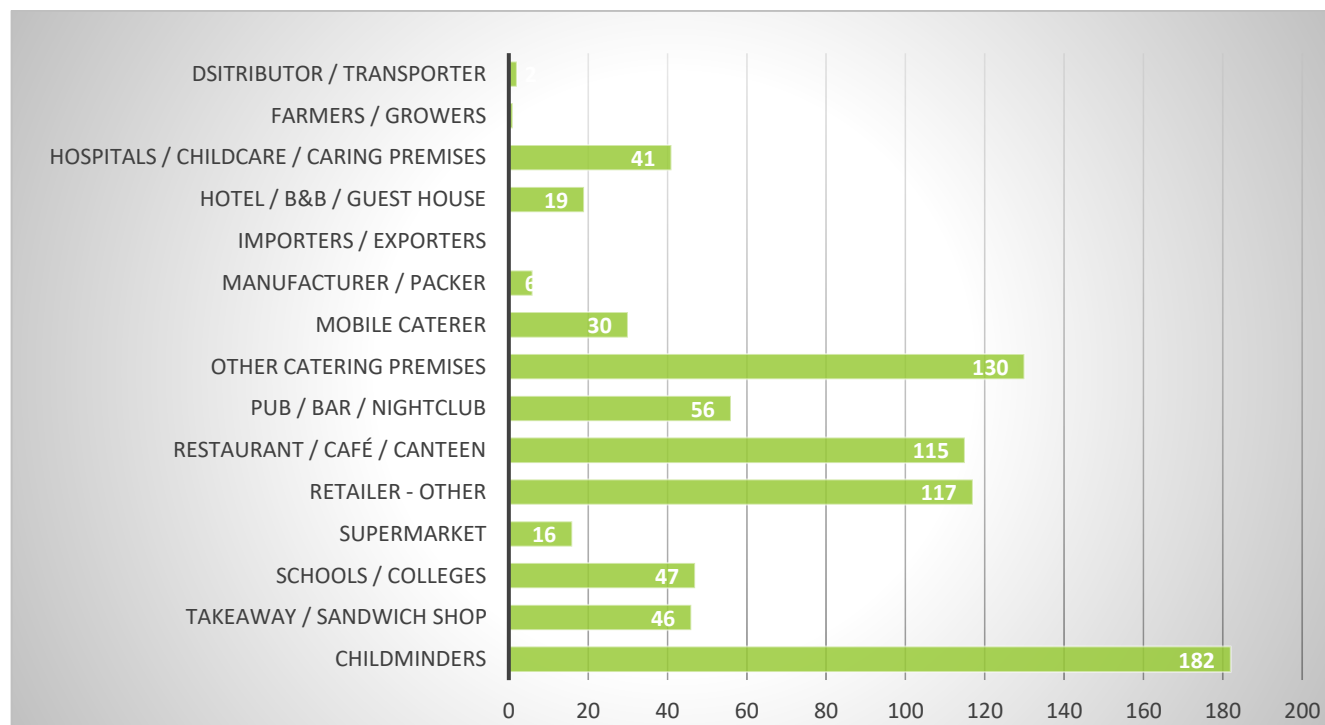
The Environmental Health Service continues to provide cost efficiency by ensuring Environmental Health staff are competent and multi-skilled, which improves resilience within a small team.

The flexible skills of the Environmental Health team have been particularly demonstrated during the current COVID-19 pandemic where they have:

- supported diversification of food businesses;
- enforced business closures legislation;
- supported the re-opening of businesses by advising on social distancing and risk assessment;
- Supported the Food Hub in getting food and pet donations; and
- Managed customers' expectations in relation to noise and bonfires during lockdown.

## 1.5 Demands of the Service

On 1 June 2020, there were 808 food premises in the district, broken down by the following premises types:



**Figure 1. Food Premises in Hart District on 1 June 2020**

The number of food premises has remained stable since 2018.

The hygiene rating of the food businesses in Hart, which determines how frequently they are inspected was as follows in June 2020:

Premises Risk Category	Frequency of Inspection	No. of Premises 2019	No. of Premises 2020
A	6 months	0	0
B	12 months	25	13
C	18 months	297	114
D	24 months	82	231
E	Alternative intervention and full inspection every 9 years	340	322
New/ Unrated		13	52
Total		757	732

**Table 1. Number of Food Premises by Category of Risk in Hart**

There are more unrated premises, as outlined in Table 1 above, than usual as we have not been able to carry out inspections of new businesses during COVID-19. All businesses, however, have been contacted by a Food Officer. The Food Hygiene Risk Ratings for food premises in June 2020, which are derived from the risk rating scores above, were:

Food Hygiene Rating	Meaning of Hygiene Rating	No. Premises 2019	No. Premises 2020
5	Very Good	378	406
4	Good	102	92
3	Generally Satisfactory	41	29
2	Some Improvement Necessary	11	10
1	Major Improvement Necessary	9	4
0	Urgent Improvement Necessary	2	0

**Table 2. Number of Food Premises by Food Hygiene Rating in Hart**



The figures in Table 2 do not include Childminders and other businesses excluded from the risk rating scheme, for example, military premises. The figures above equate to 97.4% of businesses in Hart complying with food law, which is an improvement from 96% in 2019. Table 2 illustrates a positive shift in compliance of all premises compared to 2019.

Premises that are rated 0 to 2 are always revisited as they are deemed to be failing to meet their legal obligations. The aim of the revisit is to determine whether improvements have been made within the business and to ensure that it is complying with the law. Revisits will be undertaken until such time as the business complies with the law. Should the business continue to fall short of their duties, our enforcement policy is followed in escalating enforcement action until such time that compliance is attained, or formal action is taken.

As Hart is an inland Local Authority and Blackbushe Airport is not used to import food, the Authority doesn't have any imported food responsibilities.

This year our routine programme is to carry out 232 high risk (Categories A to D) food hygiene inspections, however, as it has not been possible to carry out inspections in quarter 1 of 2020/21 due to COVID-19, it is unlikely that this programme will be fully achieved. In the meantime, the highest risk food premises have been contacted to offer advice and to enquire how they are managing food hygiene during the pandemic.



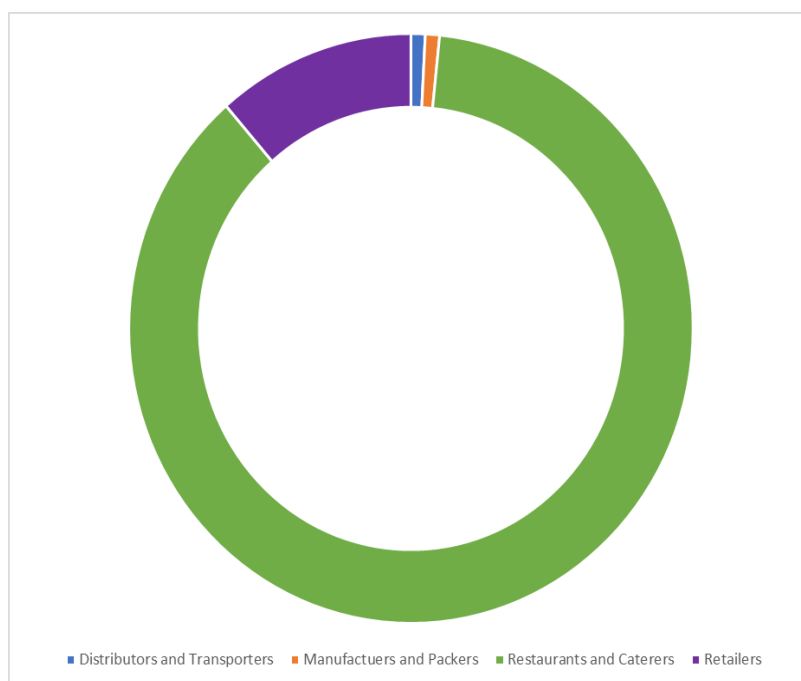
## 2.0 How did we perform in 2019-20

Our Food Safety Plan is reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still may need to be redressed. A review of how we performed against the Food Safety Plan 2019/20 is included in Appendix 1.

### 2.1 Food Hygiene Inspections

All Local Authorities have a duty to inspect the food premises in their area based on a frequency determined by a national risk rating scheme.

In 2020/21 we inspected 247 food premises, the vast majority of which were restaurants and caterers (214) as demonstrated in the pie chart below.



**Figure 3. Food Premises inspected by Business Type in 2019/20**

Our food enforcement activities resulted in:

- ✓ 229 warning letters being sent
- ✓ 96% of routine food hygiene inspections were carried out. 11 premises were not inspected due to lockdown in March 2020
- ✓ 24 food businesses that were not complying with the law at the time of the routine food hygiene inspection.
- ✓ 164 low risk businesses returned questionnaires in relation to their food operation.

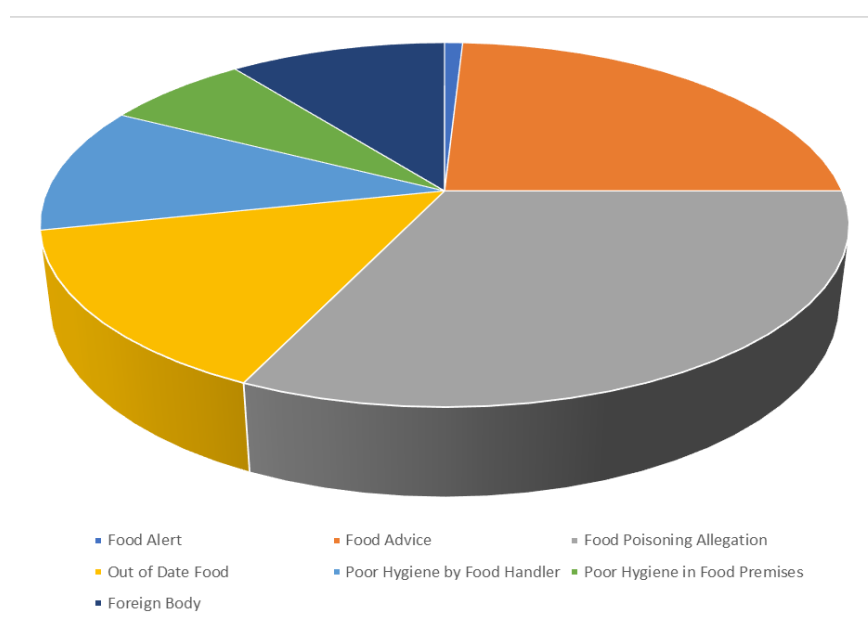
- ✓ 55 routine samples were taken in our food premises; 22 of which were environmental swabs. 3 of the samples were unsatisfactory and the food business was given advice as a result.
- ✓ 58 new premises opened in the District

## 2.2 Food Complaints & Enquiries

We continue to receive consumer enquiries and complaints about standards of hygiene in food premises and food contamination. We investigate all such complaints based on risk. 96 enquiries in relation to food premises were received in 2019/20. The pie chart in Figure 4 overleaf illustrates the types of enquiries and complaints received.

The most common type of complaint that we receive as a Service is in relation to allegations of food poisoning. Many people associate an illness with the last meal that they have eaten, whereas, food poisoning symptoms can take between 12 hours to 10 days to manifest.

The Service dealt with one suspected norovirus outbreak in December 2019 alleged to be linked to a food stall at a Christmas Market. Further investigation, in partnership with Public Health England, did not substantiate the allegations.



**Figure 4. Food Enquires Received by Type in 2019/20**

## 2.3 Support for Local Businesses and the Community

We supported local businesses and the community through:

- ✓ Two Food Safety and Health and Safety newsletters
- ✓ Press releases and social media posts throughout the year in relation to key subjects
- ✓ Collating and distributing critical information to local businesses during COVID-19 pandemic
- ✓ Collating a “Businesses Open during COVID” spreadsheet, which was updated weekly to provide information to the local community and to support our local businesses
- ✓ Securing food donations from local food premises to support the local community during the pandemic
- ✓ A Primary Authority partnership agreement with British Car Auctions (BCA) providing specialist health and safety advice to improve standards in their sites throughout Great Britain. We recover full costs for providing this service to BCA

## 2.4 Food Enforcement Action

We adopt comprehensive measures to protect consumers and promote food safety. We actively work with businesses to meet these shared goals.

Any enforcement action taken will be graduated, proportionate and in line with Hart District Council’s Enforcement Policy. A copy of the policy can be found at:

[www.hart.gov.uk/hart-site-search?term=enforcement%20policy](http://www.hart.gov.uk/hart-site-search?term=enforcement%20policy)

Enforcement Action	No. Actions
Written Warnings	229
Improvement Notices	5
Emergency Closures	0
Voluntary Closure	0
Seizure and Detention of Food	0
Voluntary Surrender of Food	0
Simple Cautions	2
Prosecutions	0

Table 3. Summary of Enforcement Action taken in 2019/20

## 2.5 Key Performance Indicators (KPIs)

Hart District Council's KPIs for the Food Safety and Health and Safety Service are as follows:

KPI No.	Description	Target	Actual Performance
R01	% of proactive inspections due that were completed within prescribed time	98%	96%
R02	% Environmental Health complaints responded to on time	98%	95%
R03	% of infectious diseases complaints responded to within 3 working days	100%	95%
R04	% of Food Premises categorised 0 to 2 under Food Hygiene Rating Scheme	Monitored	3%
RS04	% of serious accidents responded to within 1 working day	100%	No serious accidents

Table 4. Details of Key Performance Indicators for the Environmental Health Service

The right-hand column of Table 4 is highlighted in Green, Amber and Red to indicate whether targets were met with a summary explanation. Appendix 1 summarises how the Service performed against its Action Plan for 2019/20.

96% of food businesses that were due were completed within the financial year; 11 were not inspected due to lockdown in March 2020.

95% of all service requests were responded in line with our service standards. Some of this can be accounted for by technical glitches in our database and misallocation issues, which have now been resolved.

A brand new Food Hygiene Training programme had been designed and scheduled but unfortunately did not take place due to COVID-19.

## 2.6 Health & Safety

Hart District Council is designated as an Enforcing Authority under the Health & Safety (Enforcement Authority) Regulations 1998. It is responsible for the enforcement of the Health and Safety at Work Act 1974 and its associated Regulations in Local Authority enforced premises, which include: retailers, wholesalers, offices, catering premises, hotels, residential care homes and leisure centres.

In line with the Health & Safety Executive's National Code, Local Authorities now adopt a risk-based intervention approach to health and safety enforcement, rather than undertaking proactive / routine inspections.

In 2019/20 the team focused its intervention project on special treatment premises, particularly those offering skin penetrating treatments, such as micro-blading and tattooing. Eight in-depth inspections were undertaken to the following types of premises.

Gas safety and chemical safety have remained a priority when officers are undertaking routine food hygiene inspections. Compliance with gas safety is an on-going issue and, as a result, officers routinely request a copy of the business' current Gas Safe Certificate.

The safe use of chemicals and correct use and provision of personal protective equipment is also assessed during routine food inspections due to on-going concerns regarding unreported dermatitis and misuse of chemicals in food businesses.

## 2.7 Investigation of Workplace Accident, Ill-Health and Dangerous Occurrences

Businesses are responsible for reporting certain types of accidents, ill-health and dangerous occurrences that occur in association with their business.

Last year we received 38 official notifications, all of which related to injuries to workers and members of the public. 15 of the injuries were fractures.

When a notification is received, an assessment is carried out by the investigating officer to determine whether there:

- ✓ has been a serious breach of health and safety; or
- ✓ is a pattern of on-going accidents that may require attention.

If either of the above criteria are met, an accident investigation will be carried out.

## **2.8 Health & Safety Complaints**

Last year the Service received 47 enquiries and complaints in relation to health, safety and welfare issues.

## **2.9 Health and Safety Enforcement Action**

Last year, 1 Improvement Notice was served for health and safety offences.

A fatal accident prosecution has been commenced and a further investigation into the mismanagement of asbestos is on-going.



### 3.0 Plan for 2020-21

#### Work for 2020/21

We always strive to move the Service forward. To achieve this, we set targets and identify areas for development during the coming year. Appendix 1 outlines the Action Plan for 2020/21 with proposed time-frames.

#### Staff Resourcing

The Food Service sits within the Environmental Health Team and currently employs 2 Full Time Equivalent (FTE) staff members. 3 warranted officers undertake food enforcement activities. The breakdown of time is estimated as follows:

Activity	Staff (FTE)
Inspections	1.3
Complaints and service requests	0.05
Advice	0.2
Food sampling	0.05
Infectious diseases	0.1
Food safety incidents	0.05
Liaison with partners	0.1
Training / education and promotion	0.05
Management and administration	0.1
<b>Total</b>	<b>2.0</b>

There are currently 5 officers warranted to undertake health and safety enforcement. It is estimated that the time spent on health and safety last year was 0.8 FTE due to a prosecution and two on-going health and safety investigations.

#### Quality Assurance

The Service will continue to oversee the work of its officers to ensure that it complies with its legal requirements, the Food Law Code of Practice and internal policies and procedures.

## Staff Development

The Council is committed to ensuring that officers have the required qualifications, skills, experience and competencies commensurate with their work requirements. A number of training events were attended by staff to improve their competency in specific areas and to meet the Chartered Institute of Environmental Health's Continuing Professional Development requirements. The following courses were attended:

- Food Safety Conference
- London Food Study Group
- Allergen training
- Public Health England training on STEC and Shelf-life determination
- CIEH – Special Treatment Conference
- CIEH & HSE – various COVID conversation webinars

## Monitoring and Evaluation

The Environmental Health Team Leader or the Environmental Health Manager monitors the work of the Team by:

- Direct daily supervision of all officers; monthly 1-2-1 meetings with all officers reviewing all their current cases and forthcoming work;
- Regular team meetings;
- Bi-annual performance and development discussions (PDRs); identifying training and development issues and setting work objectives;
- A programme of internal monitoring activities, principally consisting of accompanied inspections, file and database monitoring, checking of statutory notices and investigation cases; and
- In house training sessions.

The Team performance are reported to the Environmental Health Manager, Head of Place and Council's performance is monitored quarterly.

When variations from the Service Plan are identified they will be reported to the Environmental Health Manager and to the Head of Place when quarterly performance indicators statistics are being collated.

Where performance is identified as below target, this is discussed as part of exception reporting to the Head of Place including strategies and plans to get performance back on track.

## Food Safety Action Plan 2019/20 Review

Hart Priority	Intervention	Target	Date	Outcome of Intervention	Performance Review 2020
Keep Hart Healthy and Safe	Continue to Deliver Programme of Food Hygiene Inspections	100% inspection of all food hygiene inspections due in line with Food Hygiene Rating Scheme	Mar 2020	All food businesses rated according to risk and appropriate enforcement action taken in line with enforcement policy	96% of inspections completed by end of year. 11 missed due to COVID-19 in March 2020
	Support Food Safety Week	Press release and social media exposure	Subject and dates to be confirmed	Increased awareness of food safety in local population	Article Re: allergens in Newsletter. Worked alongside Hampshire CC Trading Standards in visiting local businesses
	Undertake proactive health and safety interventions targeted at premises where local intelligence suggests that controls may not be sufficiently managed.	To target at least 8 premises that offer skin invasive treatments, such as tattooing and micro-blading	March 2020	Improved health and safety standards and greater protection of workers and customers.	Completed
	Continue to focus on Gas Safety and Chemical Safety during routine	Seek gas safety certificates from all	On-going	Monitoring of maintenance of high risk catering equipment with a	Completed

	inspections to Food Premises	food businesses inspected		view to protecting health and safety of employees	
<b>Help businesses to become established and grow</b>	Food Hygiene Training Courses	Deliver food hygiene training twice annually	March 2020	Improved understanding of food hygiene and improved prosperity in local businesses	New accreditation gained and course content overhauled and improved. Scheduled course cancelled due to COVID-19
	Continue to promote Award of Excellence Scheme in local businesses	Consider local businesses attaining Food Hygiene Rating of 5 for an award	On-going during Food Hygiene Inspection Programme	Supporting growth of local businesses	Scheme was disbanded due to time constraints and local interest in scheme.
		Publicise businesses who are awarded on website and Facebook	Twice annually		
	Improve knowledge and understanding of key food hygiene and safety issues in local businesses	Script and deliver 2 Business Newsletters	Twice annually	Improved understanding of food hygiene and improved prosperity in local businesses	Completed
	Continue to act as Primary Authority for BCA Marketplace Plc	Designated health and safety officer to offer specialist advice and guidance and to liaise with other LAs	On-going	Supporting growth of national business. Income generation	On-going. Have been invited to be part of an Expert Panel on Car Auction sites for BEIS

Increasing efficiency by extending the use of Information Technology	Development of Arcus database for Environmental Health Service	Review current procedures to maximise efficiency and effectiveness of IT systems including mobile working	End Q4 2020	System that supports the functioning of the Service more effectively and efficiently; more accurate performance monitoring; and time efficiency	Move to Arcus database disbanded due to a variety of difficulties. Will use learning from preparing for Arcus to update UNIFORM database
		Testing of new Arcus database	Q1 2020	To ensure that system is fit for purpose and performs as it should be full transition	
		Full implementation of Arcus database	April 2020	Fully functioning Arcus database for Environmental Health Service that effectively supports the operation of the Service including mobile working	

## Food Safety Action Plan 2020/21

Hart Priority	Intervention	Target	Date	Outcome of Intervention
<b>Covid-19 emergency response then recovery</b>	Delivery of the Council's response to Covid-19 pandemic	<p>Ensure that the Council meets its statutory obligations under the Civil Contingencies Act.</p> <p>Support for our town and village centres</p> <p>Support the local economy</p>	Ongoing	<p>Staff have been redeployed from business as usual activities to assist with delivery of the following elements of the council emergency response:</p> <ul style="list-style-type: none"> <li>• Hart Response Hub</li> <li>• Introduction of social distancing measures in Harts retail centres and submission of bids for government funding</li> <li>• Support for Business and Economy</li> </ul>
<b>New Ways of Working</b>	Working with the Council's operational recovery team to identify and implement opportunities for new ways of working	Green	Ongoing	<p>Most staff have worked remotely during the lockdown period</p> <p>Facilities have managed the safe return to offices and reopening of the reception</p>
<b>The Place to Enjoy – enhancing our</b>	Continue to Deliver Programme of Food Hygiene Inspections	100% inspection of all food hygiene inspections due in line with Food Hygiene Rating Scheme	Mar 2021	All food businesses rated according to risk and appropriate enforcement action taken in line with enforcement policy



<p><b>environment and health</b></p> <p><b>The Place to Enjoy – enhancing our environment and health</b></p>	Produce seasonal food safety and health & safety newsletters for food business operators within Hart	To produce two food safety and health & safety newsletters per year for distribution to relevant commercial premises within Hart	Mar 2021	Improved knowledge and understanding of food safety and health and safety risks and how to control them in local businesses
	Undertake proactive health and safety interventions targeted at premises where local intelligence suggests that controls may not be sufficiently managed.	To target at least 20 warehouse / barn type premises that undertake high risk operations to improve health and safety standards in warehousing and barn-type premises.	March 2021	Improved health and safety standards and greater protection of workers and customers in 20 premises in District.
	Continue to focus on Gas Safety and Chemical Safety during routine inspections to Food Premises	Seek gas safety certificates from all food businesses inspected	On-going	Monitoring of maintenance of high risk catering equipment with a view to protecting health and safety of employees
	Fly Tipping Strategy	Review and implement the Fly Tipping Strategy to combat fly tipping in open spaces within the District including the service of Fixed Penalty Notices for Fly Tipping	Autumn 2020	Strategy in line with government policy and the law.
		Produce at least 4 press releases regarding fly tipping throughout the year	Mar 2021	To continue to raise awareness of fly tipping in the District through publicity and by encouraging residents to report it via FixMyStreet.

	Reducing incidence of dog fouling through targeted enforcement	Implement a District-wide Public Spaces Protection Order (PSPO) to deter dog fouling and encourage responsible dog ownership	June 2020	All open spaces in District covered by Dog Fouling PSPO. More flexibility in powers to deal with irresponsible dog owners
	Continue to act as Primary Authority for BCA Marketplace Plc	Provide a designated health and safety officer to offer specialist advice and guidance and to liaise with other Local Authorities in relation to the business	On-going	Supporting growth of national business Income generation
<b>Create Efficient Council Services</b>	Aim to become best Environmental Health Service in the UK	<p>Devise an Action Plan including:</p> <ol style="list-style-type: none"> <li>1. Review national statistics to determine current performance;</li> <li>2. Learn from the best in class;</li> <li>3. Improve resilience of Service through cross skilling and enhancing procedures;</li> <li>4. Enhancing the information on our website to enable more effective self-service;</li> <li>5. Consider how to improve customer engagement and feedback;</li> <li>6. Review Customer Excellence Award criteria and devise Action Plan</li> </ol>	<p>Overall Aim March 2025</p> <p>Objectives 1 to 6 Summer 2021</p>	Delivering a first class Environmental Health Service to the residents and businesses in Hart

	Uniform and GIS Project – ensure that the service is making the best more efficient use of these products	To ensure we get the best use of the software	On-going – continuous improvement	To ensure we get the best use of the software to help run an efficient and effective service
	Review all webpages relating to the Service to ensure they are helpful, up to date, relevant, easy to navigate and comply with the accessibility requirements	Helping our customers help themselves Part of a responsive and helpful council	23 September 2020	Helping our customers help themselves Part of a responsive and helpful council
	Produce seasonal food safety and health & safety newsletters for food business operators within Hart	To produce two food safety and health & safety newsletters per year for distribution to relevant commercial premises within Hart	March 2021	Helping our customers help themselves Part of a responsive and helpful council
	Review fees and charges across Environmental Health and Licensing	Review fees and charges to ensure they are set at a rate which is fair and reasonable, and reflects the real costs of providing the service	Autumn 2020	Ensure the fees and charges reflects the real costs of providing the service